

Watts Working

Randolph EMC's Second Virtual Annual Meeting Celebrates Building a Brighter Future

Randolph EMC held its 83rd Annual Meeting virtually on Friday, June 18, 2021. More than 1,200 member-owners registered to establish a quorum for the event, with approximately 720 attending the live broadcast.

In January, the Board of Directors voted to hold the meeting on the usual date of the third Friday in June. The ongoing impacts of COVID-19 at that time influenced the Board's decision to continue with a virtual format again this year.

Board President Jerry Bowman opened the meeting with updates about Randolph EMC's COVID response and this year's accelerated capital credits retirement. Secretary-Treasurer Billy Maness followed with a report on the cooperative's financial stability.

Chief Executive Officer Dale Lambert shared the many ways Randolph EMC is working to build a brighter future that is



reliable, affordable, innovative and sustainable. He updated the audience on the cooperative's self-healing grid technology that reduces outage times; electric vehicle, solar and battery storage projects; an upcoming cost-of-service study; and statewide sustainability goals.

Several prize winners were also announced, and the following

members were re-elected to the Board of Directors:

- ▶ **District 5:** Delbert Cranford
- ▶ **District 8:** Steve Harris
- ▶ **District 9:** Billy Maness

We appreciate all who joined us, and for those who could not, the recording is available for viewing at [RandolphEMC.com/2021AnnualMeeting](https://www.randolphemc.com/2021AnnualMeeting).

B REMC's "Self-Healing" Grid

C Water and Electricity Don't Mix

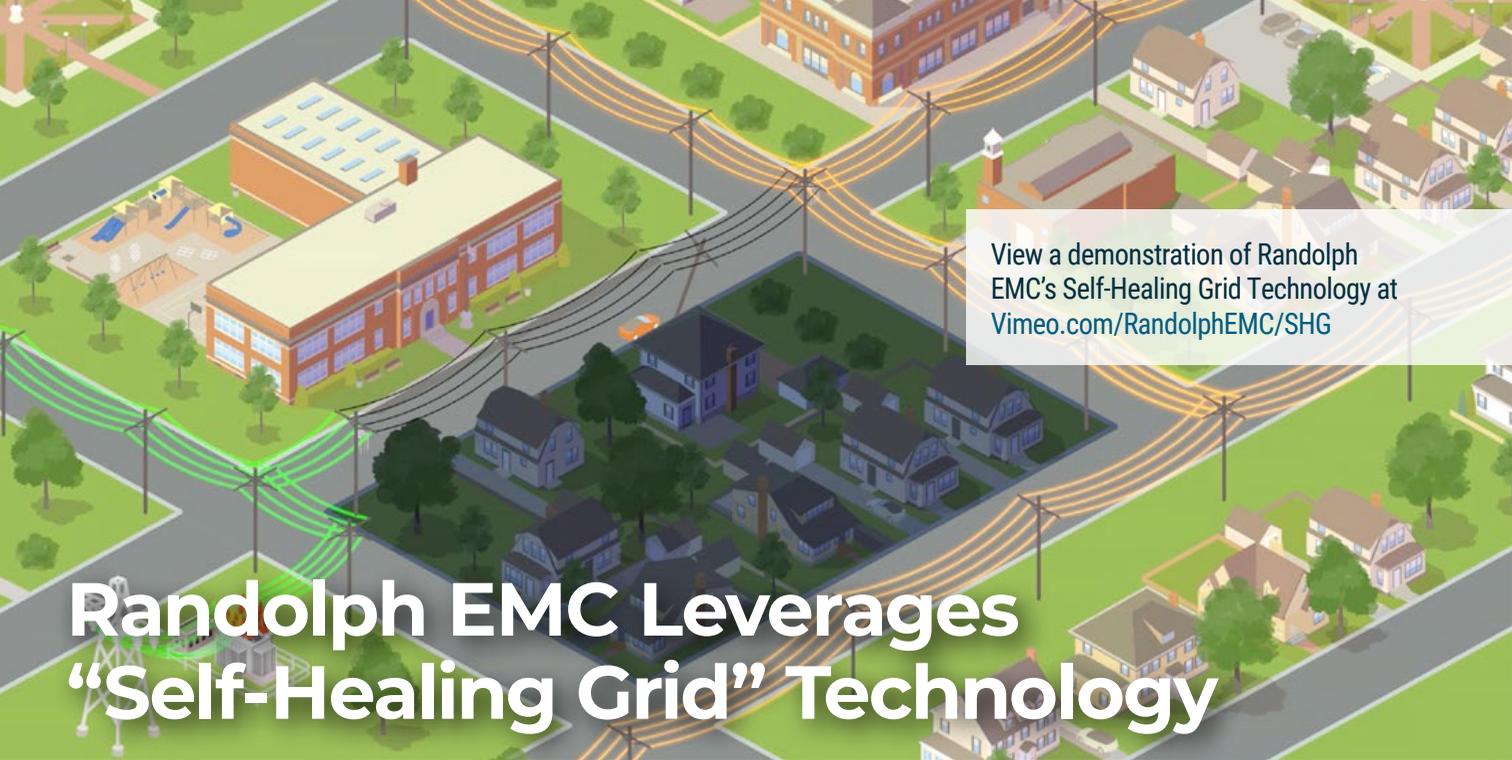
D 811 Day Serves as Reminder

E Interested in Solar?

F Dale Lambert's AWARE Column

H Dangerous Generator Mistakes





View a demonstration of Randolph EMC's Self-Healing Grid Technology at [Vimeo.com/RandolphEMC/SHG](https://vimeo.com/RandolphEMC/SHG)

Randolph EMC Leverages “Self-Healing Grid” Technology

Power no longer travels in a linear path. Instead, improvements in technology and the introduction of advanced meters and devices have enabled the two-way flow of energy and communications across the grid.

Randolph EMC leveraged this modern grid to provide a higher level of service and value with “self-healing grid” technology. This technology essentially ties together sections of line from two different sources. If a fault occurs within that section of line, intelligent switches can isolate the area affected and reroute power from another source. All of this happens within about a minute, and results in only a “blink” for some members.

Randolph EMC currently has two self-healing grid

installations on the system—one in the Seagrove and one in the Troy area. Our engineering team is currently evaluating where additional installations of this technology would serve the greatest number of members and be cost effective.

As a reliable and efficient cooperative, we will make continual critical investments in the electrical grid to meet your future needs and expectations. It is an important piece of the puzzle in providing our members and communities with a brighter future.

Make Payments Safely with REMC's Convenient Options

Randolph EMC members, please use caution when using third-party payment processors like Doxo. Such companies, which allow consumers to pay a variety of bills online—including REMC bills—often charge a fee for their service.

While third-party bill payment processors are legal, they can be misleading. Doxo and similar services may appear to be affiliated with Randolph EMC; however, they are not. If using these services, be aware that member payments may arrive late, resulting in late fees or even disconnection due to nonpayment.

The quickest, safest way for Randolph EMC members to make a payment is by using one of our convenient payment options using a debit or credit card or e-check from your checking or savings account.



Mobile App: Download free on your device's app store & log in with your online credentials.



Online: Log in at RandolphEMC.com



Phone: Call 1-877-534-2319

Water & Electricity Don't Mix...

Stay Safe Around Water this Summer



The dog days of summer are here, and most of us want to chill near the pool, on the lake or at the beach to beat the scorching North Carolina heat. These activities are the perfect way to cool down and spend time with friends and family. But a day of fun can quickly take a turn if the proper precautions are not taken to avoid the hazards posed when water and electricity mix. Keep these tips in mind to make sure your summer stays safe and fun.

At the Pool

- ▶ Ground fault circuit interrupters (GFCIs) are one form of protection from electrical hazards. GFCIs detect dangerous situations where a shock may occur and cut off power to prevent shock. Any situation where electricity is used near water is a shock hazard. You should have GFCI protection on underwater lighting circuits, lighting around pools, hot tubs, and spas.
- ▶ Build pools and decks at least 5 feet away from all underground electric lines and at least 25 feet away from overhead electric lines.
- ▶ Do not put electric appliances within 10 feet of a swimming pool. When practical, use battery-operated appliances near swimming pools.
- ▶ Any electric outlets within 20 feet of a pool should have GFCIs.
- ▶ If a swimmer in the water feels electricity or appears to be shocked, don't dive in or you could be shocked as well. Turn off the power and then use a fiberglass shepherd's hook to pull the victim out of the water.
- ▶ Never swim during a thunderstorm.

In Lakes and Rivers

- ▶ Electricity and water are dangerous around larger bodies of water. If you plan to go boating or fishing this summer, be aware of your surroundings and potential electrical hazards. Never go swimming near boats plugged into shore power or docks with electrical service.
- ▶ Check for the location of power lines before fishing. Make sure you cast the line far away from power lines to avoid contact.
- ▶ Contact between your boat and a power line could be devastating. Maintain a distance of at least 10 feet between your boat and nearby power lines to be safe.
- ▶ If your boat comes in contact with a power line, never jump out of the boat into the water — the water could be energized. Instead, stay in the boat and avoid touching anything metal until help arrives or until your boat is no longer in contact with the line.
- ▶ Your boat's wiring should comply with American Boat and Yacht Council Standards. Have work done by a professional familiar with marine electrical codes and standards.
- ▶ Dock electrical systems should be installed, and inspected annually by professionals familiar with marine codes and should include ground fault (GFCI) protection.

Source: SafeElectricity.org



Early Bird Deadline: August 15

Apply early for a chance to win one of five \$100 Visa gift cards.



Educators, the Bright Ideas Early Bird Deadline Closes Aug. 15—Apply Now!

K-12 educators, don't miss this opportunity to win big! Submit your Bright Ideas grant application before Aug. 15 to be entered to win one of five \$100 gift cards in a statewide drawing.

This year, Randolph EMC is awarding \$14,000 in grant funding to teachers with innovative, hands-on learning experiences that will enrich the lives of students. The final application deadline is Sept. 15.

To learn more and apply online, visit NCBrightIdeas.com. Stay up to date with the Bright Ideas Education Grant program by following [@NCBrightIdeas](https://www.facebook.com/NCBrightIdeas) on Facebook!

811 Day Serves as Annual Reminder to Call 811 Before Digging

August 11 (8/11) is 811 Day, an annual reminder to dial 8-1-1 at least three working days before beginning any digging project to have underground utility lines marked. This free and simple step can save lives and reduce risk of injury, repair costs, fines and inconvenient outages.

According to North Carolina 811, an underground utility line is damaged every nine minutes due to digging without taking proper precautions. Even small digging projects, like installing a mailbox or planting a tree, warrant an advance call to 811.

The national 811 "Call Before You Dig" phone number links residents to a local call center,

Know the tolerance
ZONE
around utility markings

The "tolerance zone" is the width of a marked facility, plus at least 24" on either outside edge of the facility, that requires an excavator to take extra precautions when digging in or around it.

811
cga-dirt.com

which alerts utility companies of the intent to dig. Professional locators are then dispatched to mark underground line locations with paint or flags. These marked

lines show you where it is — and isn't — safe to break ground. Once your lines have been marked, make sure to dig carefully around the marks, not on top of them.

Interested in Solar?

Contact REMC Now to Avoid Surprises Later

Solar panels are a major home investment. Our employees can provide some valuable advice throughout the process so there are no surprises down the road.

1 Be clear about your goals

Are you making this investment to offset your electricity use to save money or for environmental benefits? Research both potential outcomes and seek clarity on what you don't understand. Randolph EMC can provide a usage analysis that can help you make an informed decision.

2 Choose the right contractor

A good contractor will take time to understand your goals and if your home or property makes sense for solar. From the beginning, they will involve your electric cooperative to discuss the best solution.

3 Understand the process and details of connecting to the grid

A positive contractor-homeowner-energy advisor partnership will be

transparent so there are no surprises down the road. Key considerations are the interconnection application process/fees, policies, and electric cooperative make-ready costs and rates.

4 Make your home energy efficient

Members looking to save money with solar often find energy efficiency investments provide a better payback and better resale value for your home. Consider insulation and air sealing and replacing old, inefficient appliances in any energy solution.

5 Read the contract fully

Read the fine print to avoid misunderstandings about financing, transfer of ownership, maintenance responsibility, companies that have access to your data, and other details.



TIPS FOR AVOIDING SOLAR SCAMS

As the popularity of rooftop solar panels increases, so do solar scams. Here are a few tips to consider before you install a solar PV system for your home.

- ▶ Talk to your electric co-op first. We can offer guidance and recommendations based on your home's energy usage.
- ▶ Get at least three quotes from solar companies, and thoroughly read their reviews.
- ▶ Avoid solar companies that use high-pressure tactics.
- ▶ Don't believe unrealistic promises.
- ▶ Sign only clear, easy-to-understand contracts.



Pay with the Randolph EMC Mobile App for a Chance to Win a \$50 Bill Credit!

Debit Card, Credit Card & E-Check Accepted

PLUS...

Each payment enters you into a drawing for a Smart Home Grand Prize Package!



Download it now for your mobile device!



A Word About Randolph Electric

From CEO Dale Lambert



TIME TO SUIT UP

Dear Members,

Each day, our team receives weather and storm forecast projections so we are constantly aware of any weather event that may impact our service area or the southeastern United States. I forwarded the one from this morning to our storm planning team and included a commonly used phrase by the Marvel Comics superhero, Iron Man, “Time to suit up.”

As I write this article at the beginning of July, the first hurricane of the season, a category 1 named Elsa, is tracking into the Caribbean. Elsa’s projected path moves through Cuba, into Florida and then up through the eastern United States.

With landfall for Florida a few days out, the track will probably shift some and by the time you are reading this article, Elsa will be history, with her path and impact known. Even though it’s a holiday weekend, our team will be tracking the storm and making necessary preparations if Elsa is projected to impact our service area.

Last year saw a record number of tropical-type storms, but we were blessed to have been spared in central North Carolina. This year’s early tropical activity in the Atlantic has already brought us the fifth named storm. It’s shaping up to be a very busy hurricane season. The official season

runs from June 1 to Nov. 30, so we have a long way to go.

Each decade, the National Oceanic and Atmospheric Administration (NOAA) updates its definition of what is considered a “normal” tropical season based on the previous 30 years of data. The “new average” calls for 14 named storms, 7 hurricanes and 3 major hurricanes. This is an increase over the previous decade’s average of 2 named storms and 1 hurricane.

How does this apply to this year? For 2021, the NOAA projects the Atlantic hurricane season activity to be above the new average. The NOAA has forecast a 60 percent chance of a more active season with 13 to 20 named storms (winds of 39 mph or higher), 6 to 10 hurricanes (winds of 74 mph or higher) and 3 to 5 major hurricanes (category 3, with winds of 111 mph or higher).

Sometimes, unless we are directly affected, we find it hard to comprehend what others go through when a major weather event strikes an area. Our memories tend to be relatively short.

Reflecting back, the last high-impact tropical events for our service area, Florence and Michael, occurred in 2018 within a month of each other. Each of these storms resulted in around one-half of

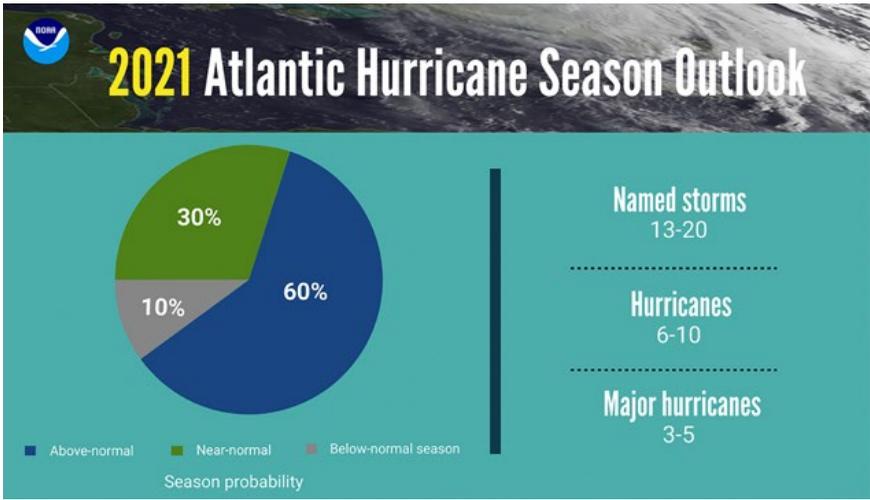
our membership losing power.

When a major storm hits, it takes extensive planning and a strong response to restore power in a safe and efficient manner. We can’t just flip a switch and assume the system will repair itself.

Randolph EMC maintains a detailed storm response plan that we activate when a major weather event is predicted to impact our system. Our dedicated and experienced team makes a concerted effort to clear trees, repair lines, provide materials and supplies, coordinate crew locations, take calls and keep crews fed. Being prepared is the key to an effective and efficient storm response.

Major storms can result in being out of power for multiple days, so I’m asking you to take the necessary steps now to assist us in being prepared before a storm hits. Here are a few tips:

- ▶ Create a family disaster supply kit with non-perishable food, plenty of drinking water, a battery-operated radio, flashlights, extra batteries, a first aid kit, a non-electric can opener, medicines and enough cash for several days.
- ▶ Charge cell phones and make sure portable and rechargeable power banks are charged and accessible.



- ▶ Fill a bathtub with water to be used as non-potable water.
- ▶ Fill up all vehicles with gas.
- ▶ Make plans early for family members with special needs.
- ▶ Take necessary precautions for pets.
- ▶ Secure lawn furniture and other objects susceptible to wind in and around your yard.
- ▶ Use extreme caution when connecting portable generators. Incorrect installation can lead to accidental electrocution or damaged appliances. Portable generators should always be operated outside in a well-ventilated area. (Turn the page for more generator safety tips!)
- ▶ Update your Randolph EMC account with your family's cell phone numbers and enroll in our SPOTT Alerts outage texting program. Store 1-877-736-2633, our outage reporting number, in cell phones to call or text if needed.
- ▶ Follow local government, emergency management agencies and Randolph EMC on social media to stay up to date with information before, during, and after a disaster. REMC's mobile

- ▶ app has links to our social sites and outage map, and you'll automatically receive texts from us if your mobile number is listed in your account.
- ▶ Always stay clear of downed power lines and away from trees or any object that is close to a power line.

Please don't wait until disaster strikes to react. I urge you to take the necessary precautions and prepare now for extensive power outages.

I also encourage you to visit Ready.gov for a comprehensive guide on how to prepare for storms and other disasters. This site is designed to educate and empower Americans to prepare for and respond to various emergencies.

I commit to you that Randolph EMC will be as prepared as possible if a tropical event comes our way this year. I ask you to do your part and take these suggestions to heart. They will help you and your family safely "weather the storm."

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
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- Lee Isley Assistant Secretary-Treasurer
- Scott Cole Larry Routh
- Delbert Cranford Sue Spencer
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- Dennis Mabe Vice President of Engineering & Operations
- Fred Smith Vice President of Economic Development & Compliance
- Jill Vanness Editor

Visit Randolph EMC Online
RandolphEMC.com





USING A GENERATOR?

8 DANGEROUS MISTAKES PEOPLE MAKE



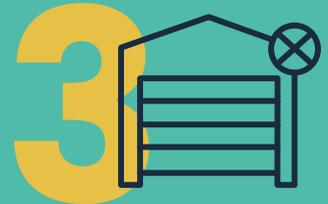
1 IN ENCLOSED SPACES

Always use it in a well-ventilated area.



2 NEAR WINDOWS OR DOORS

Place it at least 20 feet away from windows and doors.



3 IN A GARAGE

Even if the door is up, never use a generator in a garage.



4 IN THE ELEMENTS

Run it on a dry surface under a canopy-like structure (but not in a carport).



5 PLUGGED INTO A WALL OUTLET

This can be deadly to you, family members, neighbors or utility workers.



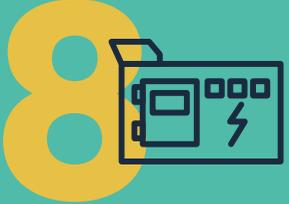
6 WITH THE WRONG EXTENSION CORD

Use a properly rated cord to plug appliances into a generator.



7 WITHOUT CARBON MONOXIDE (CO) TESTERS

CO detectors should be on every level of your home (test them monthly).



8 IN DISREPAIR

Make sure your generator is well-maintained and in good working order.



Safe Electricity.org®