

New Member Guide

# Carolina country



*Learn more about being a  
co-op member-owner inside*

Welcome to  
**Your Electric  
Cooperative**



PERIODICAL

Your Touchstone Energy® Cooperative

# WELCOME

*to your electric co-op*



*Dear Member,*

I would like to personally welcome you as one of the newest member-owners of Randolph Electric Membership Corporation. We're an electric cooperative, built by the communities we serve to deliver reliable, sustainable and affordable energy. And, because we answer to local members like you rather than out-of-town shareholders, our electric cooperative has a unique understanding of your local needs.

Being a member of a cooperative distinguishes you from other electric utility consumers, as well as other business relationships, in important ways.

- Co-op leaders are members of our local community. Your nine board members live right here in our local area and are elected by co-op members just like you. Board members serve three-year terms and elections are held at our annual meeting each June.
- We belong to the communities we serve. Since we are a cooperative, any excess revenue is shared back with members, over time, in the form of Capital Credits.
- We follow the same seven cooperative principles that all cooperative businesses follow.

Though we are local and serve more than 32,500 homes, farms and businesses in portions of Randolph, Moore, Montgomery, Chatham and Alamance counties, we're also part of something bigger. Across the country, electric cooperatives work together to restore power during major outages, develop new technologies and build infrastructure that benefits us all.

I encourage you to review this brief introduction to Randolph EMC on the covers of the magazine and to visit our website, [RandolphEMC.com](http://RandolphEMC.com), to learn about all the benefits and privileges that come with your Randolph Electric membership. The cooperative's [Bylaws](#) and [Service](#)

[Rules and Regulations](#) are always available online, though we're happy to provide a paper copy if you'd like to request one from your local office.

No matter the weather or the hour, Randolph EMC is here for our member-owners, whether you need us for a power outage, billing question or energy advice. Again, welcome to the cooperative family!

Cooperatively yours,

*Dale F. Lambert*

**Dale F. Lambert**  
Chief Executive Officer

## Contact Us

### ASHEBORO

879 McDowell Road  
PO Box 40  
Asheboro, NC 27204  
(800) 672-8212  
(336) 625-5177


### ROBBINS


201 South Middleton Street  
PO Box 880  
Robbins, NC 27325  
(800) 868-7014  
(910) 948-3401


Office hours are 8 a.m. to 5 p.m.,  
Monday through Friday.


### STAY CONNECTED

 **Outage Reporting Hotline**  
1-877-736-2633

 [RandolphEMC.com](http://RandolphEMC.com)

 **Outage Map**  
[Outages.RandolphEMC.com](http://Outages.RandolphEMC.com)

 [Facebook.com/RandolphEMC](https://Facebook.com/RandolphEMC)

 [Twitter.com/RandolphEMC](https://Twitter.com/RandolphEMC)



### **STAY AWAY FROM DOWNED POWER LINES!**

Fallen or low-hanging power lines could still be energized. Stay well away from them and report damage to Randolph EMC immediately!

#### SEVEN COOPERATIVE PRINCIPLES

**VOLUNTARY**  
& OPEN MEMBERSHIP

**DEMOCRATIC**  
MEMBER CONTROL

MEMBERS' ECONOMIC  
**PARTICIPATION**

**AUTONOMY**  
& INDEPENDENCE

**EDUCATION**  
TRAINING & INFORMATION

**COOPERATION**  
AMONG COOPERATIVES

CONCERN FOR  
**COMMUNITY**



## Payment Options



### ONLINE

One-time or recurring payments can be made using e-check, credit or debit card.



### MOBILE APP

One-touch access to view bills, make secure payments, view daily usage and manage alerts and reminders. Also access REMC's outage map and social media channels and get contact information and directions to office locations.



### BANK DRAFT

Automatically draft your Randolph EMC payment from your checking or savings account on the same date each month.



### AUTOPAY

Schedule your bill to be paid on or before the due date with a debit or credit card or e-check.



### PHONE

Pay your Randolph EMC bill by e-check, debit or credit card by calling our automated telephone service at **1.877.534.2319**.



### MAIL

Mail your payment directly to Randolph EMC at PO Box 40, Asheboro, NC 27204 or PO Box 880, Robbins, NC 27325.



### IN PERSON

Visit one of our local offices at 879 McDowell Road in Asheboro or 201 South Middleton Street in Robbins. Night deposit boxes are located at each office, as well as drive-thru service at the Asheboro office.



**Download the  
Randolph EMC  
Mobile App for  
quick access to  
your account  
any time!**



Learn more about  
these and other  
programs and  
services available at  
[RandolphEMC.com](http://RandolphEMC.com)

## Services to Help You Save



### USAGE MONITORING & ALERTS

Monitor your usage on a daily basis and receive alerts based on your preferences. Sign in to your account online and view your history under the *MyUsage* tab.



### TIME-OF-USE RATE

Pay less for using electricity during off-peak hours. On-peak hours cost more than the standard rate.



### SUNPATH COMMUNITY SOLAR®

Receive credit on your monthly bill for solar energy produced at our headquarters in Asheboro.



### REVUP

Qualified electric vehicle owners can receive a \$500 rebate for a Wi-Fi enabled Level 2 charging station. Enroll in our Plug N2 Savings rate for charging during off-peak times.



### ENERGY EFFICIENCY LOANS

This loan option from ElecTel Federal Cooperative Credit Union can help you finance energy efficient items such as air conditioners, electric heat pumps, efficient window replacements, solar water heaters, electric vehicles and more!



## Committed to Our Communities

*Randolph EMC is an active community partner, and we take pride in the work we do to support families in need, to improve our local economies and to advocate for the next generation of members.*



### PEOPLE HELPING PEOPLE

Randolph EMC members may round up their monthly electric bills to the next dollar to provide assistance for fellow members in need. Members can opt out at any time by contacting the co-op. Enroll today at [RandolphEMC.com/PHP](http://RandolphEMC.com/PHP).



### BRIGHT IDEAS EDUCATION GRANTS

K-12 educators can apply for grants up to \$2,000 to support innovative classroom projects. Applications are accepted April through September each year.



### N.C. YOUTH TOUR

Each year, Randolph EMC selects one student to represent the co-op in Washington, D.C., with nearly 50 other students from all over North Carolina. This group joins about 1,800 students from across the nation, where they visit several museums and memorials, and learn about American history and the electric cooperative business model.



### TOUCHSTONE ENERGY SPORTS CAMP SCHOLARSHIPS

Two local middle school students receive scholarships to attend the Roy Williams Carolina Basketball Camp in Chapel Hill and the Wolfpack Women's Basketball Camp in Raleigh during one week each summer.