

# Watts Working

## Updating Our Process to Expedite Outage Response

In the utility business, we know rough weather will occur, and sometimes power outages simply can't be avoided. When you call our automated outage management system at 1-877-736-2633, it doesn't just make a note of the locations where outages have been reported. It calculates crucial information that can help predict the location and the possible cause of an outage, making it easier for our crews to correct the problem.

To most effectively use this system, Randolph Electric is making some updates to the outage reporting process. Beginning in June, if you report a power outage and if your phone number is not recognized, you will be prompted to enter additional information to help us identify the location of the problem. You can report your outage by providing us with any one of the following items:

- alternate phone number
- account number
- meter number

If you don't have any of this information handy, don't worry, you can still speak with the dispatcher on duty to report the outage and then update your contact information for the next time.

As you can see, our outage management system is only as good as the information we put into it. That's why it's so important for you to list any and all current phone numbers on your account that might be used to report an outage at your location. *If we don't have the correct phone number linked to your home address, it takes more time and effort for you to report an outage.*

Report All Power Outages to

**1-877-REMC-OFF**

New options to report an outage if your phone number is not immediately recognized:

- Alternate phone number
- Account number
- Meter number

**Take just a moment to update or add to your contact info now!** Just send in the form on the next page, call your local Randolph EMC office or visit [www.RandolphEMC.com](http://www.RandolphEMC.com), then click *Update Contact Info* in the Quick Links section on the right-hand side of our home page.

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### THIS MONTH'S ISSUE:

**B** 2015 Rural Electric Youth Tour Winner

**D** Dale Lambert's AWARE Column

**C** May is Electrical Safety Month

**REMC Offices will be closed Monday, May 25, for Memorial Day**

# Adam Davis to Represent REMC in D.C. as Youth Tour Delegate

Adam Davis, a rising senior at Wheatmore High School in Randolph County, was selected to represent Randolph Electric as delegate for the 2015 NC Rural Electric Youth Tour in Washington, D.C., June 13-19. Adam is the son of Helen and Alan Davis of Trinity.



Adam was selected based on his community involvement, academic success and an essay about how electric cooperatives differ from investor-owned utilities. Adam says he hopes to learn more about cooperatives and use that knowledge as he pursues a career in law.

“As a rural electric cooperative, Randolph Electric is pleased to support youth leadership opportunities according to our cooperative principles,” said Lauren Ingold, Public Relations Coordinator at Randolph Electric. “We are proud that Adam will represent us in Washington and look forward to hearing about his trip at the end of June!”



## Help Us Provide Faster & Better Service By Updating Your Contact Information

Please share any number on file that you might use to report an outage—land lines and cell phone numbers. Send in this form with your next payment or mail it to us at PO Box 40, Asheboro, NC 27204 or update online at RandolphEMC.com.

Name (as it appears on your bill)

CIN#

Phone

Phone

Email

## SWAP SHOP

### FOR SALE

2006 Fleetwood Mallard Camper, 28 ft. Central heat & air, EC, sleeps 9, LN, w/awning. \$7,000. After 6pm to 919-548-2499.

Cleaned Feed Wheat, 50-lb. bag, \$9. 336-622-2480, 336-736-0390.

Rare book, "From the Hills to the Sea" by Archibald Rutledge. Facts & Legends of the Carolinas, 1st edition, GC. \$35 + S&H. 910-948-3259.

9 Foot Blanton Disc, Model #900, \$1,000. John Deere double bottom trip plow 16" Model F4E, \$500. Two all-purpose cultivators, 9 shank, \$400 ea. Smoke exhaust fan for welder, one horse power Dayton motor, \$300. All GC, Asheboro area. 336-302-4965.

2007 Buick Lucerne, one owner, heated seats & steering wheel, VGC. \$4,100. 910-572-5589.

Convertible boot for Toyota Solara, original genuine part, grey leather, EC. Came off of a 2004 model. One piece, all snaps intact. No tears. \$125. 336-953-1969.

White twin size bed w/new mattress & box springs. Includes headboard, footboard, rails, & four drawer white chest \$300 OBO. 336-683-5229.

34 acres, Picketts Mill Rd off Hwy 42. \$3500/acre. 336-629-3342.

45 hp Long tractor, new clutch, rebuilt engine, front-end loader \$4,000. Carthage area. 910-315-1780.

Electric smoker, char-broil, LN. Comes w/box & manual, \$125. Digital meat thermometer for smoker or grill, \$12. 336-736-8971.

4-row corn planter, \$800. @night 919-837-0010, 919-837-2315.

Nigerian baby dwarf goats \$50-\$100. Milking goats & good pets. 336-672-3122 or 336-953-3776.

Klausner Wingback chair w/matching ottoman, claw feet. Tan, Burgundy, & Green tapestry. LN, \$425. Delivery fee \$25. Carthage area. 910-947-5096.

Cow trailer 14' \$1500. Fertilizer spreader \$100. 10' feed trough \$50. Two 12' gates & eight 12' panels, best offer. 910-464-3613.

Massey Ferguson 431 Tractor w/only 146 hrs. \$11,500 neg. 336-879-8294.

Two card tables, \$20 ea. Two-shelf TV table \$20. Color TV's \$20. Wall mount Natural gas heater or use free standing including remote, \$150. Cappuccino-coffee maker, \$25. AB Circle Pro, \$25. Commercial vinyl tile cutter \$65. Fax machine \$20. Ditch witch & trailer, \$1,600. 336-879-3320.

New handmade quilts, F,Q,&K, \$100-\$175 neg. 336-625-4548.

3,000 Red Sex Sal Link pullets, chickens at laying age 16 weeks plus, vaccinated & debeaked, \$6.75 & up. Liberty area. 336-708-2998.

FOR RENT: Timeshare N. Myrtle Beach, Peppertree Ocean Club. 1st week in June. OF Condo, 1 BR, King bed, pull out Queen sofa, 1 bath, kitchen, 4th floor. \$650/week. 336-625-4548.

WANTED: Jerusalem artichokes. 910-947-5850.

Members, email SwapShop items to [General@RandolphEMC.com](mailto:General@RandolphEMC.com)

### Electric Service

Asheboro .....(336) 625-5177 / (800) 672-8212  
 Robbins: .....(910) 948-3401 / (800) 868-7014  
 Power Failures: .....(877) REMC-OFF (877-736-2633)  
 Bill Payments: .....(877) 534-2319  
 Office Hours: .....8:00 am - 5:00 pm  
 ..... Monday-Friday

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REMC is an equal opportunity provider & employer.



Watts Working / [www.RandolphEMC.com](http://www.RandolphEMC.com)

# Putting Safety First This Month... and Throughout The Year

It's May – and Randolph EMC is celebrating National Electrical Safety Month. While safety for our members is top priority year-round, Electrical Safety Month is a time to acknowledge the importance of safety excellence.

This year, we're focusing on electrical safety in the home. Electricity is the cause of over 140,000 fires each year, resulting in more than 500 deaths, 4,000 injuries and 1.6 billion in property damage, according to Electrical Safety Foundation International (ESFI).

There are many measures you can take to ensure the safety of your loved ones. Use these helpful tips from ESFI to safeguard your home.



## In the kitchen

- Vacuum refrigerator coils every three months to eliminate dirt buildup that can reduce efficiency and create fire hazards.
- Ensure all countertop appliances are located away from the sink.
- All appliance cords should be placed away from hot surfaces. Pay particular attention to cords around toasters, ovens and ranges. Cords can be damaged by excess heat.
- The top and the area above the cooking range should be free of combustibles, such as potholders and plastic utensils. Storing these items on or near the range may result in fires or burns.



## Light the way to safety

- The wattage of the bulbs you use in your home should match the wattage indicated on the light fixture. Overheated fixtures can lead to a fire.
- Check lamp cords to make sure they are in good condition – not damaged or cracked. Do not attempt to repair damaged cords yourself. Take any item with a damaged power cord to an authorized repair center.
- Extension cords should not be used to provide power on a long-term or permanent basis. Have additional receptacles installed by a professional to provide power where needed.



## Be prepared

- Nearly two-thirds of fire deaths result from fires in homes without working smoke alarms. Smoke alarms should be located on every level of your home, inside each bedroom and outside each sleeping area.
- Test smoke alarms every month. Batteries should be replaced at least once a year – or sooner if indicated in the manufacturers' instructions. All smoke alarms should be replaced at least every 10 years.
- Create an emergency plan with your family to prepare in case you have a fire in your home.

**Important changes are coming to your account!**

*Read Dale Lambert's AWARE Column on the following page to learn more...*

# AWARE

*a word about*  
**Randolph Electric**

by Dale Lambert, CEO



## Dear Members,

I'm proud to announce that this coming July, Randolph Electric will begin a new partnership with Southeastern Data Cooperative (SEDC) for our accounting, billing and member service needs. SEDC is headquartered in Atlanta, Ga., and is well suited to understand REMC's unique business model because it is a cooperative as well.

### Efficiency improvements

SEDC's software system, called utilityPOWERnet (UPN), connects employees across all departments with one platform, which simplifies internal processes and allows employees access to real-time information. The UPN product is also more user-friendly, so service representatives will be able to navigate through the software much more easily when working with a member by phone or in person.

We're especially excited about the improvements to our online billing site, and encourage members to utilize the system to its full potential. More than just a payment site, it is more of a dynamic self-service online account portal that puts members in control of their electric account. This portal gives them secure access to perform the following activities:

- View past and current bills
- Schedule one-time recurring payments
- Access MyUsage for daily energy use monitoring
- Review billing and payment histories
- Manage FlexPay payments
- Update or change contact information
- Set up and manage email or text alerts

### Important billing changes

With growth comes change, one of which is a slightly different look to our monthly bills. Perhaps the most notable change, though, is that each member will be assigned a new account number. This change will affect several of our interactive processes, but we think you'll agree that the change is for the better, as they will require fewer numbers for access.

Our expected system conversion date is July 5, 2015, and we're working hard to make this transition as smooth as possible for everyone. Once the conversion is complete, you will be required to use your new account number to access your accounts. Don't worry, you can expect to receive mail, email and phone communications regarding the new account number in advance of the conversion date.

After we have successfully switched over to the UPN system on July 5, you'll need to re-enroll in the online billing system using your new account number and use the new number when accessing your account by phone as well.

### Stay tuned!

We're excited about the changes ahead. Look for more details about our conversion to SEDC in the upcoming editions of Watts Working, as well as on RandolphEMC.com, Facebook and Twitter.

I'll take a moment to remind you that this is an especially important time to make sure we have your current contact information so that you don't miss out on any future updates about your bill. As an added bonus, you'll receive the fastest response to an outage if the phone number used to report the outage is linked to your account.

We appreciate your patience and support as our employee team transitions to the new system to bring added value to your cooperative membership. If you have any questions throughout this process, please don't hesitate to ask.

Cooperatively Yours,

Dale F. Lambert,  
Chief Executive Officer