

Watts Working

Making the Cooperative Difference in Our Communities

It's National Cooperative Month, an annual recognition of what makes co-ops different, and the difference co-ops make.

Cooperatives are local, independent and governed by a board of directors elected by their members. Electric cooperatives like Randolph EMC provide the service of electricity, but our mission goes beyond that — to helping our members and communities thrive. Like all cooperative businesses, we are guided by seven principles:

- 1 Voluntary and open membership
- 2 Democratic member control
- 3 Members' economic participation
- 4 Education, training and information
- 5 Autonomy and independence
- 6 Cooperation among cooperatives
- 7 Concern for community



Let us thank you
for your continued
business and support!

We invite you to come by one of our local offices for Member Appreciation Days, where you can have a snack and put your name in the hat to win one of the many prizes we'll give away! Stop by any day in October for snacks and your chance to win!

The principle of "concern for community" is woven deeply into programs like People Helping People, Bright Ideas Education Grants, Touchstone Energy Sports Camp Scholarships, and our rural economic development work. As your local, non-profit, member-owned power provider, we are working to strengthen the areas we serve while also building a brighter energy future for our members.

B Don't be spooked by scams

C Extend fall days with security lighting

D Power tool & equipment safety tips

F Dale Lambert's AWARE Column

H What to do: Utility pole accidents



DON'T BE SPOOKED BY SCAMS!

This Halloween, and year-round, remember the following tips to help avoid the costly effects of being duped by scammers posing as Randolph EMC employees:

- ▶ Your co-op will never demand payment over the phone.
- ▶ If you receive a call, do not give out personal information such as your credit card number, account number or Social Security number. Hang up and call your local office to verify your account status.
- ▶ Don't open suspicious emails. Instead, call your local office to report questionable activity.
- ▶ Don't be rushed or pressured by a threatening caller. Hang up and take time to contact Randolph EMC and verify information.



Members: Sign up for easy-to-use online services

Randolph EMC's Mobile App provides convenient access to your REMC account via your mobile device. Manage payments, check your usage and receive special alerts related to your account, all from your mobile device!

- ▶ Bill reminders
- ▶ Safe and secure
- ▶ Bill payment
- ▶ Service usage details
- ▶ And, of course, it's free!

Randolph EMC's Mobile App is available on Android and iOS smartphones and tablets.

To learn more, visit
[RandolphEMC.com](https://www.RandolphEMC.com) or
call your local office



Energy Efficiency Tip of the Month

Cooler weather is on the way! Heating requires more energy than any other system in your home, typically making up about 42% of your bill. With proper equipment maintenance and upgrades like additional insulation and air sealing, you can save about 30% on your energy bill.

Source: energy.gov

WE WANT YOUR FEEDBACK!

Thank you in advance for taking a few minutes to answer our satisfaction survey! Through our ongoing survey process, we routinely contact a sampling of members to ensure we're earning your highest satisfaction in all areas of service. As a member-owned cooperative, it's our goal to make every member experience with Randolph Electric the best possible! In the most recent American Consumer Satisfaction Index (ACSI) survey, Randolph EMC ranked among the top performing electric utilities with a score of 89 out of a possible 100.

Thank you for allowing us to serve you!



EXTEND

Fall Days with Security Lighting

As winter draws closer, the days get shorter, and we have less time to spend outside. Maybe you want to play an extra game of basketball or need a little extra lighting for guests coming for a visit. Outdoor lighting can add security to your home and extend the time you have to spend outside.

Randolph Electric offers several lighting options to meet your needs, including LED decorative fixtures. For more information, or to find out how you can add security lighting on your property, visit RandolphEMC.com or call your local office.

Maintenance is the Key to HVAC Efficiency

Even the best installed, most efficient equipment requires routine maintenance. We recommend having your unit serviced at least twice a year before the weather turns extreme to make sure your unit is operating at maximum efficiency.

Here are a few things YOU can do to maintain your HVAC system:

- Change HVAC air filter monthly. We recommend low air flow resistive filters.
- Check the thermostat setting. A good starting point is 78°F in the summer and 68°F in the winter. A one-degree increase in heating setpoint or reduction in cooling setpoint can increase energy use by 3 – 5%.
- Consider installing a programmable thermostat to save more by letting the home's temperature rise in the summer or fall in the winter by a few degrees when the house is unoccupied.
- Make sure the supply and return vents are open and not blocked by furniture.
- Keep your outdoor unit clean and make sure nothing blocks air flow to it.

Here are maintenance points a LICENSED TECHNICIAN can do:

- Tighten all electrical connections.
- Lubricate all moving parts.
- Inspect the air conditioner's condensate drain.
- Check system's controls for wear or damage.
- Check system's refrigerant charge.
- Inspect ductwork for leaks.
- Adjust blower to provide proper airflow.



Need Help Financing a New Heat Pump?

The Energy Efficient Loan Program is available to Randolph EMC members through ElecTel Federal Cooperative Credit Union. Qualified borrowers enjoy:

- Interest rates as low as 4.90%
- Up to 100% financing of the purchase price, including taxes and installation costs
- Repayment terms up to 120 months
- \$35,000 maximum loan limit; \$5,000 maximum for a mobile home

Contact ElecTel at 800-849-5600 or visit electelccu.org for more information or to apply today!



Power Tool & Equipment Safety

Many do-it-yourself projects involve the use of power tools. According to the U.S. Consumer Product Safety Commission (CPSC), there are nearly 400 electrocutions in the United States each year. The most common scenario for power tool-related electrocutions is when the equipment comes in contact with live electrical wires while it is being used.

Power Tool Safety Tips:

- Use ground fault circuit interrupters (GFCIs) with every power tool to protect against electric shocks.
- Do not use power tools with an extension cord that exceeds 100 feet in length.
- Never use power tools near live electrical wires or water pipes.
- Use extreme caution when cutting or drilling into walls where electrical wires or water pipes could be accidentally touched or penetrated.
- If a power tool trips a safety device while in use, take the tool to a manufacturer-authorized repair center for service.
- When working with electricity, use tools with insulated grips.
- Appropriate personal protective gear should be worn when using power tools.
- Do not use power tools without the proper guards.
- When using a wet-dry vacuum cleaner or a pressure washer, be sure to follow the manufacturer's instructions to avoid electric shock.

Cover Yourself with Personal Protective Equipment!

- ▶ Safeguards on outdoor electric tools are there for a reason. Make sure that they are always in place before operating.
- ▶ Invest in the safety goggles, hearing protection, dust masks, gloves and other safety gear as recommended for each tool. A few dollars now are well worth the lifetime of good sight and hearing that they are protecting.
- ▶ Wear the appropriate clothes for the job. Wearing sandals while mowing the lawn is just asking for trouble.



NC Electric Cooperatives
Youth Tour

HIGH SCHOOL STUDENTS

Apply to Spend a Week in Washington, D.C., this Summer

Are you a high school student interested in spending a week in Washington, D.C. learning about government, U.S. history and the cooperative business model, while building your leadership skills and making new friends from across the state and nation? If so, we invite you to apply for the 2020 Electric Cooperative Youth Tour! Randolph EMC is currently accepting applications from local students to attend the week-long trip June 20-26, 2020.

Youth Tour gives high school students the opportunity to experience Washington, D.C., and learn more about how they can make a difference as young adults. Tourists will pay their respects at historic monuments and memorials, meet with North Carolina's members of Congress on Capitol Hill and tour a variety of Smithsonian museums, all while building a peer network with young leaders from across the country.

Randolph EMC will sponsor one local student to join North Carolina's delegation on the 2020 trip. The all-expenses paid tour is hosted by electric cooperatives nationwide and is a tradition more than 50 years strong. About 1,800 students from more than 40 states are expected to participate in 2020, with North Carolina sending approximately 45 students to represent our state's electric cooperatives.

Students entering their Junior or Senior year in fall 2020 are eligible to attend and are encouraged to apply through Randolph EMC. Delegates will be selected based on academics, extra-curricular activities and a short essay. Download an application now at RandolphEMC.com/YouthTour

#NCYouthTour to Washington, D.C.

Your best week ever!

★ **JUNE 20–26, 2020** ★

*High school students, apply for a **free trip** to Washington, D.C., and experience a week you'll never forget!*

- ★ Scholarships
- ★ Legislators
- ★ Monuments
- ★ Friends
- ★ Museums
- ★ Fun

Apply now!



A Word About Randolph Electric

From CEO Dale Lambert

SURVEY SAYS... PART 3

Dear Members,

Welcome to the AWARE column, part three. As our faithful readers know, prior to the cooperative's annual meeting in June, we sent a survey to members who had an email address listed on their account. A total of 573 members responded to the survey to provide their input.

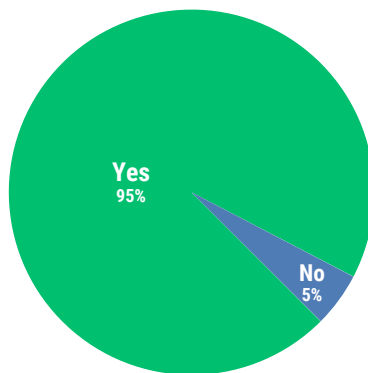
For those members who were not able to attend this year's annual meeting, we have been sharing the questions from the survey along with the cooperative's responses in these series of AWARE columns.

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.

Last month, we reviewed interest among the membership for electric vehicles (EV), 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.

This month, I would like to tackle a couple more questions from the survey. The members were asked, "Do you feel the cooperative is providing relevant and easy-to-use programs and services that fit your needs?"

Do you feel the co-op is providing relevant & easy-to-use programs & services that fit your needs?



As the graph shows, an overwhelming majority—95 percent of the members who responded to this question—said yes. Even though I am pleased the members believe we are offering programs that are beneficial to them, I know we must continue improving and believe there are opportunities for us to do so in the future.

The way we interact with and use electricity is very different from the old days of pulling the cord on a single light bulb in the middle of a room. Today, we rely on electricity to provide power not only to appliances inside our homes, but to the many devices that allow us to stay connected to our homes when we leave.

Our goal is to meet your expectations and give you convenience, choice and control, over YOUR energy use. Whether it's how you pay your bill, use energy in your home, or receive notifications and alerts, we want to give you choices that fit

your lifestyle. I want to mention just some of the options you have:

Online Member Service Portal allows you to:

- Monitor the energy you use daily
- Set up high usage and billing alerts
- Make electronic payments
- Update contact information, and more, all in one place

Randolph EMC's **Mobile App**:

- Can be downloaded for Apple & Android devices
- Use the same login as your online account

SPOTT Alerts allow you to stay connected when dealing with power outages. By texting, you can:

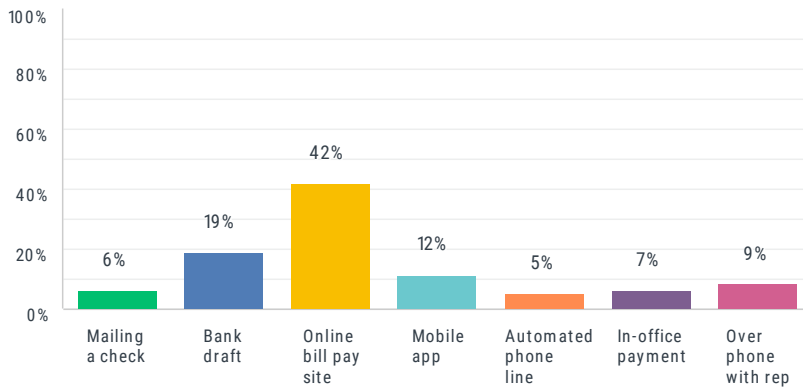
- Report an outage
- Be notified when an outage affects your home or business
- Request a status update
- Be notified when power is restored

On to the next question. "Which method are you most likely to use when paying your electric bill?"

As you can see from the graph, the top three options from respondents were: the online bill pay site, bank draft or through the mobile app. We want to offer a variety of payment options for members to choose from, whether it's coming into the office or paying electronically. The electronic payment and billing options are:



Which method are you most likely to use when paying your bill?



Auto-pay

Set up Bank Draft or recurring payments with a debit or credit card to pay your bill automatically by the due date. There's never a late fee and this type of payment brings efficiency to our operations, allowing more time to assist members with solving problems with high energy usage or discussing convenience options.

e-Bill

You'll receive your power bill through email, instead of getting a paper bill when you enroll in e-Bill. This helps us save on costs by reducing what we pay for paper, printing and postage, and also helps us operate more efficiently. Even though it's coming by email, you still have access to the same bill you'd receive in your mailbox. You can also set up due date alerts to be delivered by email or text.

FlexPay

As an alternative to traditional billing, Randolph EMC offers FlexPay, a billing option that allows you to pay for your electricity as you use it. The beauty of FlexPay is that you can "fill up" your electric account just like you fill up your gas tank in your car—one gallon at a time or with a full tank.

With FlexPay, there are no due dates or late fees, and instead of a traditional monthly billing statement, your usage and balance are calculated daily. This program is a convenient way to pay for electricity in smaller amounts so that you're never left with a large bill to pay or past-due balance. With FlexPay, you can also set up recurring payments, so money is automatically added to your account when it's needed.

Online Member Service Portal

You may access your account online to make an electronic payment with your checking or savings account or credit or debit card. In addition, the My Usage charts and high usage alerts allow you to track your energy use to avoid surprises on your bill. The charts show how much electricity your home used over the last 24 hours. You also have the option to overlay the chart with that day's high and low temperature, which helps paint an accurate picture of how weather affects your power bill and gives you an idea of the usage that's normal for your home. However, high usage alerts can help identify problems that are outside the norm. If you receive a high usage alert, and the increase cannot be attributed to the weather, you might have a problem with an appliance, such as a malfunctioning well pump or HVAC system.

If you have questions about any of these programs, please contact one of our offices and we'll be glad to assist you. Your Board of Directors and leadership team are committed to providing tools that allow you to take control of your energy usage and make your lives easier.

I originally noted this would be a three-part series, but we still have a couple more questions to review, so we'll take them up next month. Until then...

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



WHAT TO DO: IF YOUR CAR CRASHES INTO A UTILITY POLE

Accidents happen. Would you know what to do if your car crashed into an electric utility pole? Knowing what to do could be the difference between life and death.

Always consider power lines and other electrical equipment to be live and dangerous!

IF A POWER LINE FALLS ON YOUR VEHICLE AND THERE IS **NO** FIRE:

Your safest option is to stay inside your vehicle until help arrives. The vehicle acts as a path for the electrical current to travel to reach the ground. You are safe inside the vehicle, but if you get out, you could be electrocuted.

Call 911 or your local electric utility for help.

IF A POWER LINE FALLS ON YOUR VEHICLE AND THERE **IS** A FIRE:

Only attempt to leave your vehicle if it is on fire.

To exit safely:

- Jump out of the vehicle, making sure NO part of your body or clothing touches the ground and vehicle at the same time.
- Land with both feet together and in small, shuffling steps, move at least 40 ft. away from the vehicle.
- The ground could be energized. Shuffling away with both feet together decreases the risk of electrical shock.

Call 911 or your local electric utility for help.

40 ft