

Watts Working

Money Back to You When You Need It Most

The Cooperative Difference is in Your Accelerated Capital Credits Refund

Nearly 97 percent of Randolph EMC members received a check or bill credit for their share of the 2020 general Capital Credits retirement—about two months ahead of schedule.

With many facing hardships during this time, the Board of Directors voted to expedite our process to distribute money to members when they need it most.

Putting money back into members' pockets with capital credits is just one unique difference that sets Randolph EMC apart from investor-owned utilities. "We're very concerned about our local economy and truly

care about our membership," said Jerry Bowman, President of Randolph EMC's Board of Directors. "Capital credits are usually distributed to members in early June and celebrated at the cooperative's Annual Meeting. With so much unknown right now, we wanted to take this opportunity to return money as quickly as possible," he added.

This year, the Randolph EMC

Board of Directors authorized a general retirement of \$2.5 million, with estate retirements estimated at \$600,000. That's a total of more than \$3.1 million that's flowing back to our members and into the local economy in the five counties we serve. This retirement will return remaining patronage capital from 1994's allocation, 42 percent of 1995's allocation and 32 percent of 2019's capital credits allocation.

As a cooperative business, Randolph EMC doesn't earn profits. Instead, any revenues remaining after all expenses have been paid each year are considered "margins." They are returned to the members after being used for a period of years as capital to help finance major long-term reliability



With so much unknown right now, we wanted to take this opportunity to return money as quickly as possible

— Jerry Bowman,
Randolph EMC Board President

Continued on page B

B REMC is Here to Help

C 2020 Annual Meeting Postponed

E May is National Electrical Safety Month

F Dale Lambert's AWARE Column

H Pay with Mobile App for Chance to Win



projects, including substations and power lines and poles.

Each year, the Board of Directors decides on a capital credit retirement based on the financial health of the cooperative. The amount of capital credits allocated to a member's account is based upon the amount of capital they

contribute to the cooperative through payment of their monthly bills. The more electricity a member buys, the greater their capital credit allocation. Capital credits are allocated on a continuous cycle: the cooperative collects for current needs to deliver reliable electricity while returning funds collected in previous years. This helps offset the need to borrow funds, thereby helping

keep your electricity rates lower.

"This is a representation of the board's dedication to help our membership during this very trying time. I commend the board for their focus on keeping our members' best interests at the forefront of all their decisions," said Dale Lambert, Chief Executive Officer.



Here to Help

We want to work with you to meet your needs and assist you during this time

Part of Randolph EMC's commitment to supporting members during the COVID-19 pandemic includes temporarily suspending disconnecting electric service and waiving late payment fees. This is one of many steps that the cooperative has taken to reduce stress and provide local families and businesses with certainty during an uncertain time.

It's important to note, however, that these disconnect suspensions are not bill waivers. That's why we encourage members to pay at least a portion of their bill as they are able. Taking this simple step can help avoid a large multi-month balance when the pandemic is over. Please give our member service specialists a call to develop a payment plan and learn about other assistance that may be available to ease the transition once the pandemic has passed.

Save Money While at Home

As co-op consumer-members spend more time at home, they may see a surge in home energy use. Try these tips to help control your energy bill:

- 1** Program your thermostat to maximize energy savings. Setting your thermostat one degree lower when heating or one degree higher when cooling can reduce energy use by up to 5 percent.
- 2** Do full loads of laundry and wash with cold water. Using warm water instead of hot can cut a load's energy use in half and using cold water will save even more.
- 3** Air dry dishes. This step can cut your dishwasher's energy use by up to 50 percent.
- 4** Substitute LEDs for conventional light bulbs. Lighting can amount to up to 12 percent of monthly energy use. LED bulbs can cut lighting costs by 75 percent.
- 5** Unplug appliances and electronics when not in use. Small appliances and electronics use energy even when not in use. When powered on, game consoles, televisions and similar electronics are responsible for up to 12 percent of energy use.

Teachers: We Want to Give You Money for Your Bright Idea!



Randolph EMC is accepting applications for the 2020 Bright Ideas Education Grant Program now through September 15, 2020. Educators can apply for grants of up to \$2,000 to fund creative, hands-on classroom projects in K-12 classrooms. Teachers can apply individually or as a team, and grants are available for projects in all subject areas.

Since the program began 26 years ago, North Carolina's electric cooperatives have collectively awarded more than \$12.9 million in grants to K-12 teachers for 12,300 projects benefitting 2.5 million students cross the state. In 2019, over \$700,000 was awarded for more than 660 projects across the state, the most funding ever given in a single grant cycle.

It could pay to apply early!

Applications completed August 15 will be entered to win one of five \$100 Visa Gift Cards. To learn more and apply for a Bright Ideas grant, visit NCBrightIdeas.com.



Randolph EMC offices will be closed in observance of **Memorial Day**, Monday, May 25.

Randolph EMC's Annual Meeting is Postponed

With the uncertainty about the future status of the COVID-19 virus and the preplanning required for our June 19th Annual Meeting, your Board of Directors and management team felt it best to postpone it until a later date. As more information becomes available, Randolph EMC will keep our membership updated via RandolphEMC.com, social media, and upcoming Watts Working newsletters.

Beware of Scams!

We urge members to stay extra vigilant about scams regarding COVID-19. Cyber actors may send emails with malicious attachments or links to fraudulent websites to trick victims into revealing sensitive information

or donating to fraudulent charities or causes.

Likewise, phone scammers may call and demand payment for past-due bills or try to solicit funds.

Please know that REMC will never demand payment on very short notice. If you suspect a caller may not be associated with REMC, hang up & call your local office for verification. Exercise caution in handling any email with a COVID-19-related subject line, attachment, or hyperlink, and be wary of social media pleas, texts or calls related to COVID-19. Stay safe, members!





Working with Nonprofits to Share Success

Rural central North Carolina isn't just our service area; it's our community. That's why we work to strengthen it by awarding community grants each year to qualifying nonprofit organizations.

The Sharing Success Community Grants Program is a special project of PHP, made possible through the generosity of CoBank, an industry lender. For 2020, CoBank matched Randolph EMC's donation of \$7,500 to PHP to provide a total of \$15,000 in grant funding for nonprofit agencies in Randolph, Moore, Montgomery, Alamance and Chatham counties. Community Grant funds are separate and apart from monthly member contributions to PHP.

Qualifying organizations may apply for up to \$2,000 in funding to implement programs or purchase necessary equipment to facilitate programs that will make a positive impact in the communities where Randolph EMC member-owners reside and meet under- or unmet needs in the areas of health and wellbeing, financial support or education advancement.

Applications are available at RandolphEMC.com/SharingSuccess and must be received electronically by May 31, 2020.

4 Common Culprits of Electrical Fires

Outdated wiring and overloaded circuits are the most common causes of electrical fires. Check the following areas of your home to ensure your home's electrical safety is up to par.



Electrical outlets: Faulty electrical outlets are a leading cause of home fires. As outlets age, so do the wires behind them that you can't see. Any loose, damaged or warm-to-the-touch outlets should be repaired or replaced.




Electrical wiring: Frequently tripped breakers, flickering lights and burning smells are warning signs of outdated wiring. Older homes may not be able to handle today's increased power load. If you suspect your home's wiring is outdated, leave this one to the pros and contact a qualified electrician.



Overloaded cords and outlets: Extension cords are not permanent solutions. If your TV, home theater system and other electronics share an extension cord, it's time to have an electrician install more outlets.



Old appliances: Older appliances are more likely to have faulty wiring, so they're more likely to catch fire. Check appliances for damage. Also ensure you're using appliance-grade outlets. A qualified electrician can help with installation.



Only use light bulbs that don't exceed the maximum wattage listed on your lamp or fixture.

Stay safe while using electricity

Safety is the highest priority for Randolph EMC, and as your local energy partner, we encourage our members to make safety a priority too.

May is National Electrical Safety Month, but it's important to take safety precautions year round. Here are some simple tips:

DO:

- **Unplug it.** Appliances, tools and other devices are still connected to electricity when they are plugged in, even if they are turned off. Turn off AND unplug all electric devices when you're done using them.
- **Inspect it.** Examine electrical cords often for broken connectors or fraying, and throw away any worn cords. Buy only cords that have been approved by an independent testing laboratory. Also watch your wattage and only use light bulbs that don't exceed the maximum wattage listed on your lamp or fixture.
- **Check it.** Ground Fault Circuit Interrupter (GFCI) outlets should be used in any area where water and electricity could mix—including kitchens, bathrooms, garages and outdoors—and should be tested monthly. You should also check your smoke alarms and carbon monoxide detectors once a month to ensure they are working properly.

DON'T:

- **Overload it.** Overloaded electrical circuits can cause residential fires. Never use extension cords or multi-outlet converters for appliances. All major appliances should be plugged directly into a wall outlet, and you should only plug one heat-producing appliance into an outlet at a time.
- **Extend it.** Extension cords are not a permanent solution. If you're using extension cords regularly, you may need extra outlets and should contact a licensed electrician.
- **Touch it.** Never go near or drive over a power line. If you encounter a downed line, leave the area immediately and notify us at (877) 736-2633. Never place ladders, poles or other items near power lines, and don't fly kites or drones near lines or substations. Teach children not to put their fingers in electrical outlets, use child-proof outlet covers and keep appliances and cords away from children. Also, never touch electrical appliances with wet hands or use them near sinks, tubs, toilets or showers.

For more safety tips and information, visit RandolphEMC.com, or follow us on Facebook and Twitter.

A Word About Randolph Electric

From CEO Dale Lambert



WE'RE HERE FOR YOU

Dear Members,

Our routine way of life can change so quickly. As I pen this article the first of April, I do not know what the conditions will be like when you read this. Hopefully, and prayerfully, our communities and world have improved vastly by the time you read this in early May.

But today, our state is under a "stay at home" order due to the novel coronavirus, COVID-19. Many businesses are closed with employees furloughed or laid off indefinitely. Only businesses considered "essential" by the government's definition are open.

Schools have been closed for almost three weeks and transitioned to on-line learning in an amazingly short period of time. Restaurant dining rooms are closed with only drive thru, pickup or delivery available. Grocery, big box and convenience stores are open but there's a lot of empty shelves.

Online purchases of basic necessities are very limited or unavailable. Heading to the barbershop or salon is not an option, they're closed. Even attending church is limited but many are using

technology and being creative to share the gospel message that brings real hope and strength that our nation, state and communities need during this unprecedented time. Oh, the little things we have taken for granted for so long.

This is a short list of the immense impact from COVID-19 on our nation, our economy, our families and our health. Who would have thought our lives would have changed this dramatically just three short weeks ago?

Most of our members are spending a lot more time at home with many working remotely, kids continuing their education online and a greater dependence on the businesses that are open to serve the life sustaining needs of the public. During times like this, it's even more critical for Randolph EMC to keep the lights on and serve our members and communities.

To address the critical need for business continuity at your cooperative, to protect the health of our members and employee team and to slow the transmission of the virus, we have taken proactive steps to

ensure there is no disruption to our business operations.

A very difficult decision for me was to close our offices' lobbies to walk-in traffic. But I knew it was the right thing to do. I like being accessible to our members whether you stop by the office or call in. If you call into the office and want to speak to me, you are transferred directly to my desk phone. The calls are not screened.

Currently, the drive thru at the Asheboro office is open. By the time you read this, if the virus continues to expand, it may be closed with just the drop box available. A significant portion of our office workforce are working from home. Those working from home and in the office are answering your calls and serving your needs as in the past. There is a reporting rotation for our office personnel to allow for isolation of the work force as much as possible.

Safety and social distancing procedures have been implemented for our line and contract personnel. This group is on the front line of restoring power and meeting our members'

needs in the field. We are doing everything reasonably possible to limit their exposure to each other and the general public. I'm sure you can imagine the implications for the cooperative if COVID-19 were widespread in our work force and the challenges it would bring.

Your Board of Directors has taken action on a couple of critical measures to support the membership during this very difficult time, as well.

First, they voted to accelerate this year's capital credits retirement

by two months in order to get the money to you when you need it most. By the time you read this, you should have received your capital credits check or, if the amount was less than \$20, a

credit will be applied to the bill during the normal billing cycle.

In addition, your board elected to voluntarily suspend charging late fees or performing disconnects for unpaid bills through the COVID-19 crisis.

This was put in place weeks in advance of an executive order from the Governor mandating these measures for utilities.

I encourage members who may have difficulty paying their electric bills to contact our office to make payment arrangements. Even with late fees and disconnections suspended,

bills are not being waived, and we want to work with you to avoid accumulating a large balance that may be more difficult to pay when this crisis subsides. We can also share energy saving tips that will help you reduce your energy usage and power bill.

The board also felt it best to cancel the Annual Meeting that was scheduled for June 19th, and the committee meetings associated with it. Our hope is to reschedule it later in the year. We will announce the new date once it has been

determined.

Please stay connected to us through [RandolphEMC.com](https://www.RandolphEMC.com), Facebook and Twitter for the latest information.

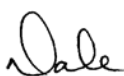
For 82 years, your cooperative has responded to the worst of storms

For 82 years, your cooperative has responded to the worst of storms in order to serve the members. This is no different.

in order to serve the members. This is no different. The spirit of commitment and service is as strong today as ever. We are here for you and your families throughout this uncertain time. We will get through this together!

As always, we appreciate the opportunity to serve you. Thank you for the patience and trust you have shown.

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
Tammie Phillips Vice President
Billy Maness Secretary-Treasurer
Lee Isley Assistant Secretary-Treasurer

Scott Cole Larry Routh
Delbert Cranford Sue Spencer
Steve Harris

Senior Staff

Dale F. Lambert Chief Executive Officer
Jay Albright District Vice President
Adam Hargett Vice President of Finance
Dennis Mabe Vice President of Engineering & Operations
Fred Smith Vice President of Economic Development & Compliance

Jill Vanness Editor

Visit Randolph EMC Online
[RandolphEMC.com](https://www.RandolphEMC.com)



PAY ON OUR MOBILE APP!

FOR A CHANCE TO WIN A

\$50

BILL CREDIT

APRIL - DECEMBER



Download on the
App Store



GET IT ON
Google Play

PLUS!

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



Learn more about the app at RandolphEMC.com/MobileApp