

Watts Working

President's Volunteer Service Award

REMC Journeymen Kidd, Williamson presented with national recognition

Journeyman Foreman Dennis Kidd and Journeyman Lineman Tim Williamson, along with 12 other linemen from North Carolina's electric cooperatives, have received the President's Volunteer Service Award.

The volunteers earned the award for their achievement and dedication in building infrastructure that brought first-time electricity to a rural village in Laphía, Bolivia through the 2019 Brighter World Initiative.

"Randolph EMC is proud to present this national recognition to Dennis and Tim in honor of their achievement of bringing the benefits of electricity to a community that will forever be positively impacted," said REMC CEO Dale Lambert. "Their efforts are a true demonstration of the cooperative purpose, and they represent the power of what can happen when we all work together for the common good."



Journeyman Foreman
Dennis Kidd

Since 2003, the President's Volunteer Service Award has honored volunteers for using their time and talents to solve some of the toughest challenges facing our communities. Led by the Corporation for National and Community Service and managed in partnership with Points of Light, this program honors individuals who positively impact communities and inspire others to take action, also.



Journeyman Lineman
Tim Williamson

The National Rural Electric Cooperative Association (NRECA) International's Brighter World Initiative coordinated the effort. Since 1962, NRECA International has brought electricity to more than 160 million people in 44 developing countries. Linemen Kidd and Williamson also received the NRECA's Bronze Volunteer Service Award for dedicating more than 100 hours of volunteer service to strengthen communities.

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Mark your calendars for our Annual Meeting on October 9!

Randolph EMC's Annual Meeting will be presented as a virtual event at 10 a.m. on October 9, 2020. Keep an eye on future issues of Watts Working, your email and our social media pages for details on how to attend the event.

This year, we won't be able to award the more than 100 prizes we usually do, but members won't miss out on the chance to win. We'll have several bill credits and gift cards to give away, as well as a Jeep Liberty grand prize that has been retired from REMC's vehicle fleet!

Next month, you'll receive a voting packet with instructions for electing Directors for Board Districts 2, 4, and 7. Follow the instructions to cast your vote and you'll automatically be entered into our Annual Meeting Prize Drawings.



See more photos of the Jeep Liberty and other details of the upcoming Annual Meeting on [RandolphEMC.com](https://randolphemc.com)

Jeep Liberty prize is awarded "as is" and winner is responsible for any DMV and tax costs that may be associated with the vehicle



Here to Help

Randolph EMC understands the impact COVID-19 has had on many local households and wants to help prevent local families from facing additional financial burdens as a result of the COVID-19 pandemic.

The cooperative is concerned about members with mounting bills and urges those who are experiencing payment difficulties to contact their local office as soon as possible. Member service specialists are available to personally assist with developing customized payment plans to help pay past-due amounts that have accumulated over the past few months.



Bright Ideas
EDUCATION GRANTS

EARLY BIRD DEADLINE: AUGUST 15

**Apply early for
a chance to win**

**ONE OF FIVE
\$100
GIFT CARDS**



**Find out more at
randolphemc.com/brightideas**

Electricity Brings Everyday Value

Understanding the value of electricity

Most of us don't think much about the electricity we use. We expect the lights to turn on when we flip the switch and the coffeemaker to work each morning.

Because electricity is so abundant, we don't think much about it. Since many of us have been spending more time at home over the past few months, we have likely been using more energy. And yet, we still expect an endless supply of power with uninterrupted service 24/7. The only time we really think about electricity is when the power goes out or perhaps when the monthly bill arrives.

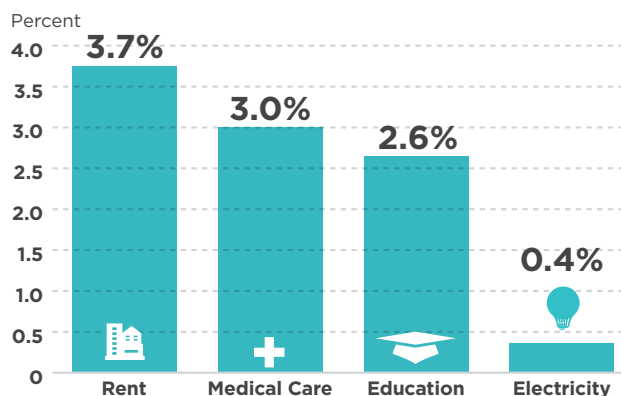
Given how electricity powers our modern lifestyle every day, it's a great value, especially when compared to other common services and expenses. For example, think back to the cost of a gallon of gasoline 20 years ago. Consider the cost of groceries or your favorite fast food meal from a few years back. In comparison, the cost of electricity has remained largely flat, unlike most other consumer goods.

Many of us consider cellphones and television subscription services necessities for modern day life. We can see what we're getting for our money, and we pay the price for those services. In contrast, when we use electricity, we don't necessarily "see" all that we're getting for our money.

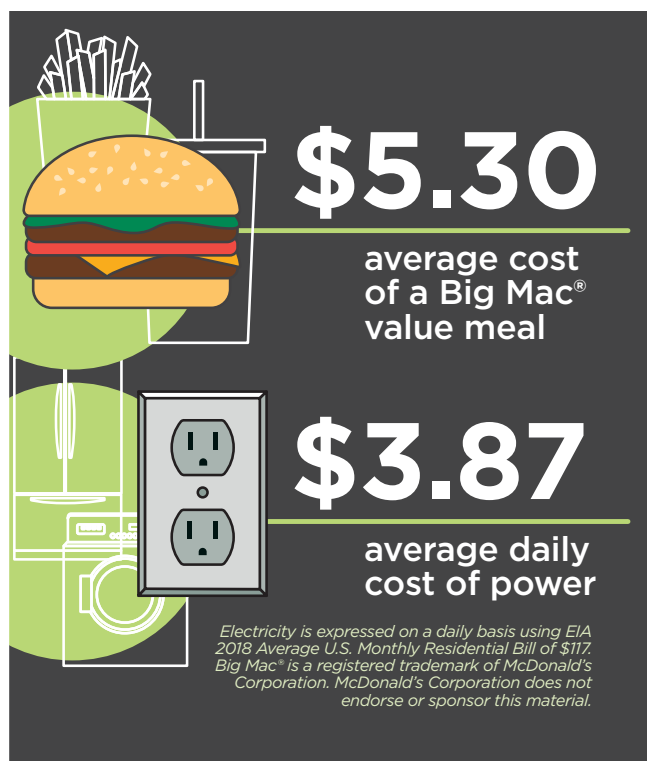
ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises slowly when compared to other common expenses. Looking at price increases over the last five years, it's easy to see electricity remains a good value!

Average Annual Price Increase 2014-2019



Sources: U.S. Bureau of Labor Statistics
Consumer Price Index



But considering what electricity does for us, it's a tremendous value for our quality of life as well as our budgets. For comparison, consider that the average rent increase was nearly 4% (from 2014-2019) according to the Bureau of Labor Statistics Consumer Price Index (CPI). The cost of medical care was increased 3% during this time, and education was not too far behind at 2.6%. So, where did electricity rank? According to the CPI, electricity increased by less than half a percentage point, 0.4%.

Randolph EMC provides the reliable service you expect and deserve as valued members of the co-op. And as your trusted energy advisor, we want to help you save energy and money.

We recognize that the past few months have been challenging for many of our members and we're here to help. If you have questions about your account or are looking for ways to save energy at home, please give us a call. Randolph EMC is your electric co-op and our sole purpose is to serve you and the needs of our community. That's everyday value.

#811 Day Serves as a Reminder to Dig Safely

Each Aug. 11 (8/11) Randolph EMC recognizes 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 call helps prevent harm to you and those around you, as well as repair costs, fines and inconvenient service disruptions.

According to North Carolina 811, an underground utility line is damaged every nine minutes because someone decided to dig without first calling 811. A call must be placed to 811 before every digging project, from simple landscaping projects like planting trees or shrubs, to building a deck or installing a mailbox.

One call to 811 links you to a local one-call center that notifies all appropriate utility companies of your intent to dig. Once all lines are marked with stakes, flags or paint, remember to respect the marks and dig with care. Each utility will mark lines in a designated color. Be aware of the tolerance zone, which is 24 inches on either side of the marked utility, and use extreme caution if you must dig within this zone.

NC 811 was founded in 1978, and 811 is now recognized nationally as the number to “call before you dig.” For more information about the safe digging process, visit nc811.org.



for all you
Weekend Warriors

Safe Digging Is No Accident

Always call
811
Before You Dig

Monday and Tuesday are the best days to call 811 if you are planning weekend digging projects. Give locators 3 full business days to mark your utilities.

PAY ON OUR MOBILE APP

FOR A CHANCE TO WIN A

\$50

BILL CREDIT

APRIL - DECEMBER



PLUS!

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



Randolph EMC

Touchstone Energy

Energy Efficiency Tip

Installing a smart power strip is a quick and easy way to start saving money while making your home more energy efficient. Smart power strips can actually cut power off to save energy since they are able to detect when a device is in standby mode.

Source: energy.gov



Youth Tour Winner Alex Scruggs

Each summer 1,600 of our nation's brightest students converge on Washington, D.C., for a week of learning about American history and the electric cooperative business model. These students are part of the Youth Tour, an educational program sponsored by America's electric cooperatives.

This year Randolph EMC awarded the honor to Alex Scruggs, a Southwestern Randolph High School student. Alex's outstanding essay, Eagle Scout achievement and 4.4 GPA made him an easy choice for this enriching experience. Although the COVID-19 pandemic has significantly delayed Alex's tour, we are proud to introduce Alex, in his own words, to our members and to honor him for his many accomplishments.

Why I wanted to join the Youth Tour...

I wanted to meet people who are like me from across the state and nation.

The federal issue that gets my attention...

I'm interested in how humans impact their environment and the effects of agriculture – for instance, water runoff from farms. I'm interested in learning if water purification in rural areas is as sophisticated as the process is in the big cities.

What I would say to a lawmaker if given the opportunity...

I'd ask him to be fully informed on these issues and I'd present him with information so he can make educated decisions on the matter. I'd ask if he understands the potential risks from these practices.

In college, I want to study...

I want to be an electrical engineer. I have really taken an interest in STEM: math, physics and science. As a kid, I liked to play with snap circuits. Wiring lights – I think that's fun.

The leadership activity most worthwhile for me...

Boy Scouts has taught me how to interact with people, to achieve a common goal, to meet friends, to go out in the wilderness, to see who you are, and to develop from a child into a young adult.

How I conducted my Eagle Scout project...

I led 10 workers from the troop and some others in pressure washing and beautifying the concession stand for Uwharrie Ridge 6-12 public school. We removed wasp nests, spread out new gravel, and painted the school colors on the wooden building.

How I and other young people can make this world a better place...

By being educated and making educated decisions. Young people should not just listen to what other people tell them, but they need to detect bias, interpret the information, and read through it.



What the teachers say...

"Alex is an absolutely phenomenal student. He always adds commentary to a discussion in a polite and well-educated way. He is great at bringing a different perspective to the class. His classmates know he has done the reading and done the thinking behind his ideas. He has a great rapport with other students. If I could have a classroom full of him, I would!"

— Megan Chamblee
Civics & Economics teacher
Southwestern
Randolph High School

A Word About Randolph Electric

From CEO Dale Lambert

PREPARING FOR A BUSY STORM SEASON

Dear Members,

The tropical storm season is here. As I pen this article in early July, five storms with tropical characteristics have already developed in the Atlantic basin. The first one developed in mid-May, even before the official start of Hurricane season, which was June 1.

The National Oceanic and Atmospheric Administration (NOAA) predicts a 60 percent chance of an above normal Atlantic hurricane season. Hurricane season runs until November 30. With the tropical activity to date coupled with the COVID-19 pandemic, this may turn into a longer summer and fall than we would like.

Even though we are located off the coast by a couple hundred miles, our region is highly susceptible to tropical events. A storm that many remember as the reigning high bar for tropical events in our area was Hurricane Fran. Hurricane Fran hit in September 1996, and knocked out power to 83 percent of our members, with power restoration efforts lasting for more than a week.

Jumping to more recent memory, who could forget 2018? In mid-September, Tropical Storm Florence

caused significant damage to the Randolph EMC system, with days of heavy rain and gusty winds. With Florence's deluge, 46 percent of our members were out of power, some multiple times. Florence also caused extensive flooding due to the record rainfall associated with the storm.

Then, once we had caught our breath, Tropical Storm Michael paid us a visit in early October. Unlike Florence, who was like the relative that would never leave, Michael was a fast mover. The remnants of the eye of Tropical Storm Michael passed over the center of our service area. All was good up until that point, with only a few scattered outages.

But a high wind band was trailing the center of the storm and it caused more damage to our electrical system than Florence's multi-day winds. With Michael, 52 percent of members were without power.

Why am I reminding you of these past events? There's a strong probability that we will be dealing with a tropical storm or hurricane again this year. And I want you to be prepared.

When a major storm event 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 the system repair itself. Randolph EMC maintains a detailed storm response plan that is activated when a major weather event is predicted to impact our system. It takes a concerted effort from a dedicated and experienced team to clear trees, repair lines, provide materials and supplies, coordinate crew locations, take calls and keep crews fed.

For the COVID-19 pandemic, Randolph EMC is considered critical infrastructure. You expect us to respond to an outage at a moment's notice. I have informed you in previous articles about our efforts to protect the REMC workforce from COVID-19. Including contractors, we normally have around 150 personnel working on any given day to serve your needs.

During a major storm event, outside line personnel are brought in to assist our own crews, which results in a quicker power restoration effort. Until the virus subsides, we will implement additional protective measures to restrict contact and limit the potential spread among hundreds of additional line personnel on our system. Even something as simple as providing

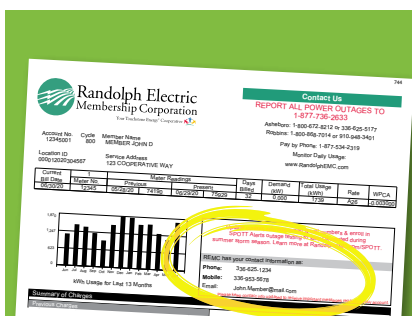


meals for our crews during storms will have to change. It's no longer safe for storm personnel to sit elbow to elbow as they take a moment to recharge and receive safety and progress briefings.

I can assure you we are taking very proactive steps to keep our workforce safe during this pandemic because of our desire to serve you with exceptional service—on those routine days and when a major weather event hits our system.

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, water, a battery-operated radio, flashlights, a first aid kit, a non-electric can opener, medicines and cash. Don't forget to think about how COVID-19 may affect the items in your kit. You might want to add face coverings and hand sanitizer to the list.
- Make sure portable, rechargeable cell phone power banks are charged and accessible.
- 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



Did you know?

Having your current phone numbers and email address listed in your account information is extremely important. You might not realize that the information we have on file for you is listed on your bill. Next time yours comes in the mail, take a moment to verify that the number we have on file is correct. If not, update your info on the Online Member Service Portal or call your local office to be sure you're receiving notifications that may concern your bill, planned outages or power restoration status.

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.

- Please don't wait until disaster strikes to react.

I urge you to take the necessary precautions and make preparations now for extensive power outages.

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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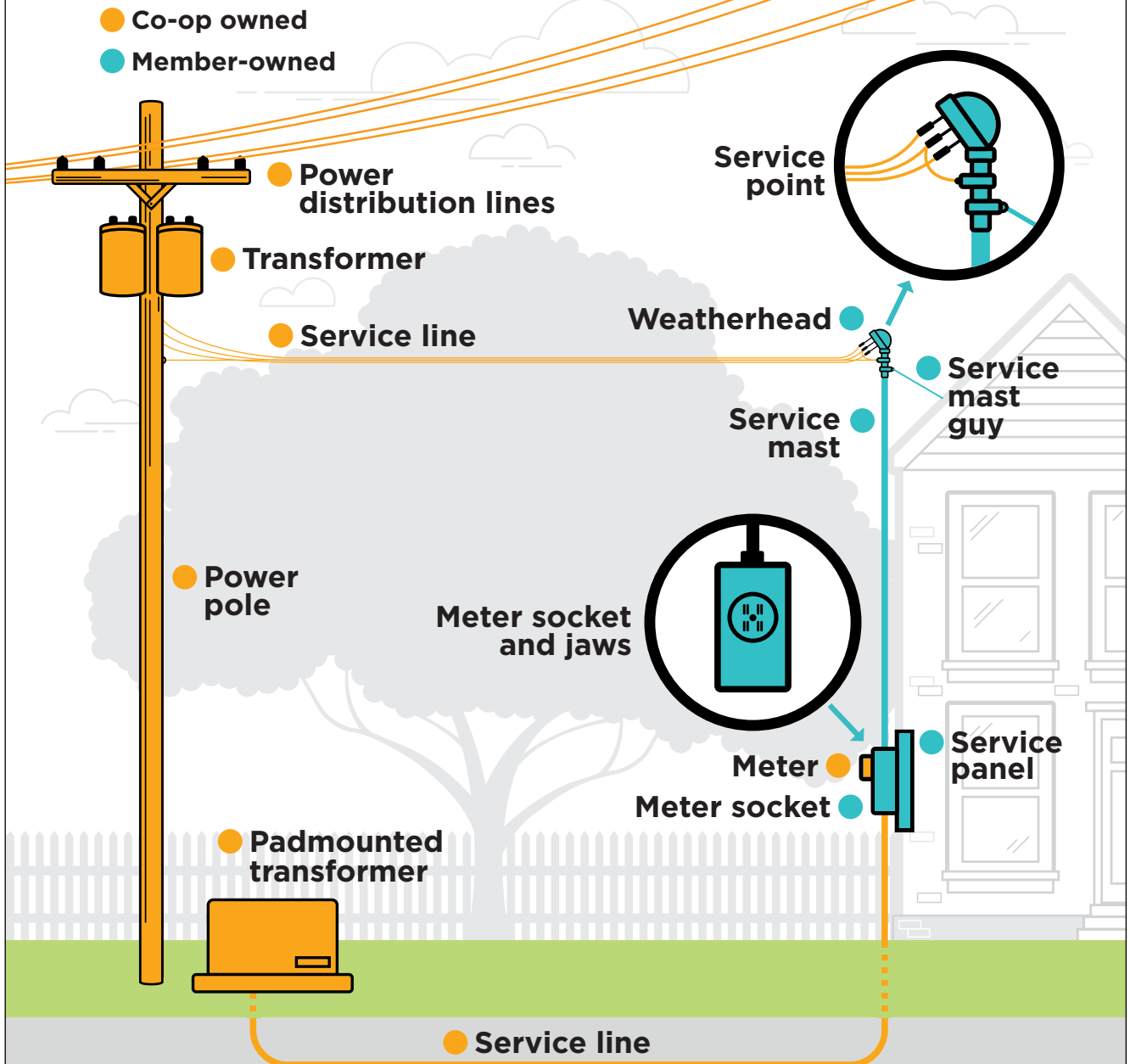
Visit Randolph EMC Online
RandolphEMC.com



Who Owns What?

Electric Co-op Owned Equipment vs Member-Owned Equipment

This graphic depicts equipment owned by the co-op (in gold) and the member (in blue). If a storm damages any equipment owned by the co-op, we are responsible for repairs. If a storm damages any member-owned equipment, the member is responsible for repairs. Members should hire a licensed electrician when making any repairs to member-owned equipment.



Note: This graphic depicts overhead and underground service. Please be aware of which type of service you receive at your home or business.