

Watts Working

82nd Annual Meeting's Virtual Format a Success

Randolph EMC held the 2020 Annual Meeting virtually on October 9, 2020. We appreciate all who joined us for the live stream event, and for those who could not, the recording is available for viewing at RandolphEMC.com/2020AnnualMeeting.

Usually scheduled for the third Friday in June, this year's event was postponed in an effort to assess the impacts of COVID-19. The board voted to continue with the meeting in a virtual format to share an update on the cooperative's operations. After reports from President Jerry Bowman, Secretary-Treasurer Billy Maness, and CEO Dale Lambert, several prize winners were announced, including member Gary King of Seagrove, who won a Jeep Liberty retired from REMC's vehicle fleet.

In addition, this year's change of events required the cooperative to conduct the Director Elections by mail or online voting. More than 3,250 members responded, re-electing District 2 Director Scott Cole, District 4 Director Jerry Bowman, and District 7 Director Tammie Phillips. The Directors were sworn in at the October Board Meeting on October 26.



Gary King was the winner of the Jeep Liberty



Newly re-elected Directors Bowman, Phillips and Cole are sworn in at the October Board meeting.

Turn to Dale Lambert's AWARE Column on page D to read about some of the updates he shared at the Annual Meeting!

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Housing and Utility Assistance for Qualified Renters

We recognize that COVID-19 has brought many challenges this year. Recently, the state launched the Housing Opportunities and Prevention of Evictions (HOPE) program, which provides rent and utility assistance for eligible renters experiencing hardship due to COVID-19.

To be eligible for the program, you must meet all of the following requirements:

- Have been affected by the economic impact of the coronavirus pandemic,
- Have a household income that is 80% of the area median income or lower,
- Occupy a rental property as your primary home, and
- Be behind on rent or utilities when you apply.

The funding is limited, and officials expect it to be depleted quickly due to high demand. We encourage renters who may be able to benefit to look into this program today.

Applications are available now at nc211.org/hope. Applications are also being accepted over the phone by calling 211; however, call volume may be high, so applying online is encouraged.



Directors Cole & Isley Earn Credentialed Cooperative Director Certificates

At Randolph Electric Membership Corporation's September board meeting, Board President Jerry Bowman presented Directors Scott Cole (L) and Lee Isley (R) their Credentialed Cooperative Director certificates recently obtained from the National Rural Electric Cooperative Association (NRECA).

The Credentialed Cooperative Director (CCD) program consists of five courses that focus on basic governance knowledge and the essential skills required of electric cooperative directors. The CCD prepares directors to fulfill their fiduciary duty as elected officials serving on behalf of the membership and to meet the learning challenges of a rapidly changing industry — inside and outside the boardroom.





These Four Services Can Help You Save this Holiday Season

Between gifts, meals and extra activities, the costs of the holiday season can add up quickly. The good news is Randolph EMC has a number of services that can help you find savings during this tight budget time, and year-round.

1 FlexPay: Our FlexPay service allows you to pay for electricity before you use it, putting you in control of how much you spend on electricity. During the holiday season, FlexPay can help you manage your budget by allowing you to monitor your power use and pay smaller amounts for electricity as you go.

2 Usage Monitoring: Managing your energy consumption is easier than ever before with our Online Member Service Portal and Mobile App. Track how much electricity you've used and determine if adjustments need to be made to save energy and lower your bill.

3 Usage Alerts: Sign up to receive text or email alerts when your energy use has reached a certain level so there are no surprises when your bill arrives.

4 Energy Advisors: Take advantage of our free consultation with a cooperative energy expert to help identify ways to improve your home's energy efficiency and lower your bill.

Visit [RandolphEMC.com](https://www.RandolphEMC.com) for more information about how we can help you save during the holiday season and stay in control of your energy budget all year long.



Energy Efficiency Tip

Energy bills can increase during winter for a variety of reasons, like houseguests, more time spent at home, and shorter days and longer nights. Small actions, like turning down your thermostat, replacing old bulbs with LEDs and washing clothes in cold water can help you save.

Source: [energy.gov](https://www.energy.gov)

A Word About Randolph Electric

From CEO Dale Lambert

TECHNOLOGY FOR A BRIGHTER FUTURE

Dear Members,

The 2020 REMC annual meeting was like no other in our 82-year history. COVID-19 made sure of that. I missed looking into your friendly faces while delivering my annual report. I also missed catching up with long-time attendees and the opportunity to meet members attending for the first time. But I am thankful we were able to use a virtual option for continuing our long-standing tradition. This month, I want to review some of the information shared in my report and provide some reflections on 2020.

Your cooperative has been put to the test throughout this ongoing coronavirus “storm.” Even with all the challenges, I am extremely proud of how the REMC team never missed a beat in our desire to continue providing you with exceptional service every day. This was made easier thanks to the technology that was already in place by our IT team.

Many of our office employee team were able to transition quickly to working remotely to stay safe while continuing to serve the membership. I want to thank the Board of Directors for their sound guidance and wisdom, as we had to make some quick decisions and plans to maintain the level of service you expect, while keeping everyone’s safety the priority.

During these uncertain times, we already had in place the tools you needed for *Convenience, Choice and Control* in managing your electric service, no matter where you are. This year, our focus has been on helping you manage your energy in ways that are most convenient for your lifestyle.

Through your feedback from our surveys, we know that members of all ages are utilizing smart devices and expect their electric co-op to be digitally engaged, as well. Our Mobile App and Online Member Service Portal provide you full access to your account. During the COVID-19 pandemic, there has been an increase in the number of members utilizing these tools. In addition to managing your profile information and payment options, our suite of online services includes convenient ways to pay and receive bills, billing and usage alerts, energy use monitoring, access to our real-time outage map, and much more.

If you have not downloaded our Mobile App yet, this is a great time to try it out. Every payment made using the Mobile App through December 31 of this year will be entered into a drawing for a \$50 bill credit. There will also be a Grand Prize drawing for a Smart Home Package, which includes an Amazon Echo Show, several smart

plugs and light bulbs, as well as an ecobee smart thermostat. All of the members who paid using the Mobile App between April and December this year will be entered into this drawing, so don’t miss out!

Your cooperative has also leveraged advancements in technology to offer you a choice in how you are billed using our FlexPay prepaid electricity program. You also have access to timely energy consumption information with the ability to drill into your daily usage charts to see the amount of energy used each hour of the day.

This year we have increased our communications with you through texts and emails. Thank you for the great feedback we have received about the SPOTT Alerts outage texting program that provides vital information about power outage restoration efforts. We are also growing our capability to inform members when our crews are working in particular areas of the system.

But we are not able to provide these updates and information about our recent annual meeting or any other activities happening at your cooperative if we do not have your correct contact information. Please ensure that we have your current home and mobile numbers and email address on file so you can be a





better-informed member and receive all the updates and notifications we share with the membership.

Randolph EMC was formed when members of our local communities banded together to bring electricity and its many benefits to rural areas that were being ignored. Those community leaders recognized the life-changing opportunities that came with electric power and that it was foundational to the promise of a brighter future.

Today, we have embraced new forward-looking efforts to further invest in the people, businesses and communities we serve to continue building on the promise of a brighter future. As a local, member-owned cooperative, Randolph EMC is uniquely positioned to adapt to a changing energy landscape.

Power no longer travels in a linear path. Instead, improvements in technology and the introduction of advanced meters and devices have enabled the two-way flow of energy and communications across the grid. We are also leveraging this modern grid to provide a higher level of service and value, and to empower our members to take a more active role in managing their energy use.

Your cooperative recently implemented “self-healing grid”

technology to improve reliability for members. This technology essentially ties together sections of line from two different sources. If a fault occurs within that section of line, the reclosers can isolate the area affected and back-feed the unaffected portions from another source, to bring the lights back on to some members that would otherwise be out of power until repairs are made. The impressive thing is, all this happens automatically within about a minute and can significantly reduce the number of members affected by an outage.

We currently have two self-healing grid installations on the system—one in the Seagrove/Ulah area and one in the Troy area. Both of these projects have already reduced the power outage time for some members.

A windstorm in the Seagrove area last April caused a dead tree outside of the right-of-way to fall onto a line, which took out power to 1,060 members. The self-healing technology worked as it was designed, and within a minute or so, 766 of those members had their power restored.

In August, a transformer failed in the Lake Tillery area and caused an outage for more than 600 members. Again, the system went through its operations to back-feed

power from another source and restored power to 258 members.

During both of these events, even though members located close to the cause of the outage remained out of power, 1,024 members only experienced a blink instead of an extended power outage. Our engineering team is currently evaluating where additional installations of this technology would serve the greatest number of members and be cost effective.

Continual investments to modernize the cooperative’s electrical grid will be critical as we plan to meet your future needs and expectations of a more reliable and efficient cooperative. It is an important piece of the puzzle in providing our members and communities with a brighter future.

Even with all that this year has brought, our hope is that your holidays will be filled with joyous and memorable blessings. Please take time to remember the true reason for this Christmas season — the celebration of the birth of our Lord and Savior, Jesus Christ. Merry Christmas to all!

Cooperatively Yours,

Dale F. Lambert
Chief Executive Officer

Finance Home Efficiency Projects Affordably with ElecTel

Whether you want to reduce energy use, improve the comfort and health of your home, or want to purchase a backup generator for peace of mind, Randolph EMC members have an option to help affordably finance these costs.

ElecTel Federal Cooperative Credit Union's Energy Efficient Loan Program offers low-interest rates and more to qualified borrowers:

- 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!



NC Youth Tour to Washington, D.C. *A week to remember!*

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

- 1 Connect:** Meet hundreds of other smart young leaders from around the country. Build your network and make friends for life.
- 2 Legislators:** Interact with our state's federal officials. Get an up-close look at our government in action.
- 3 Visit:** See the Capitol, Smithsonian museums, memorials and historic sites like Arlington National Cemetery.
- 4 Leadership:** Strengthen your leadership and networking skills.
- 5 Scholarships:** Apply for several college scholarships.
- 6 College applications:** Build your résumé. Youth Tour looks great on college applications.

Apply by January 15, 2021, at
RandolphEMC.com/YouthTour



Power Line Safety Tips You Should Know This Winter

Inclement winter weather brings potential dangers of fallen electric utility poles or sagging wires.

Just as with any storm, winter storms can lead to serious hazards such as downed power lines and flooding.

Keep safety top of mind if you encounter low-hanging or downed lines:



If power lines and poles are down where you are, always treat them as if they are energized and dangerous.



Never touch them and stay away from objects touching fallen lines.



If someone has come in contact with a power line, do not try to rescue them. You can't offer more assistance if you become a victim.

Report damaged or fallen poles/lines to Randolph EMC at 1-800-672-8212 in Asheboro or 1-800-868-7014 in Robbins.



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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