

Watts Working



As Temps Rise, So Could Your Bill

Seasonal fluctuations in temperature can have a significant impact on electricity use.

In fact, just a few days of temperatures over 100 degrees can cause cooling systems to operate at maximum capacity, which you could see reflected in your bill. When the air conditioner needs to run longer to keep indoor air temperatures cooler, this additional electricity causes a higher bill.

Even high humidity levels without high temperatures during the summer can raise

your electric bill if you set your thermostat to keep your home more comfortable with lower humidity.

While our area is notorious for having high humidity and hot weather, your bills don't have to be notoriously high.

You can reduce the amount of electricity you use during the warmer months by raising the thermostat a few degrees. Setting the temperature at 78 degrees Fahrenheit could save you up to 8 percent on monthly cooling bills.

Also, use fans to move air and help you feel more comfortable while you are in a room. Keep

in mind, though, that fans cool people, not rooms, so turn them off when you leave.



HOT TIP

Set up a high usage alert to notify you when you've used more energy than usual. Visit RandolphEMC.com/Monitor to learn more.

B Maness Earns CCD Certification

C Student Dreams Take Flight

D Don't Fall Victim to Utility Scams

E RV Camping Electrical Safety Tips

F Dale Lambert's AWARE Column

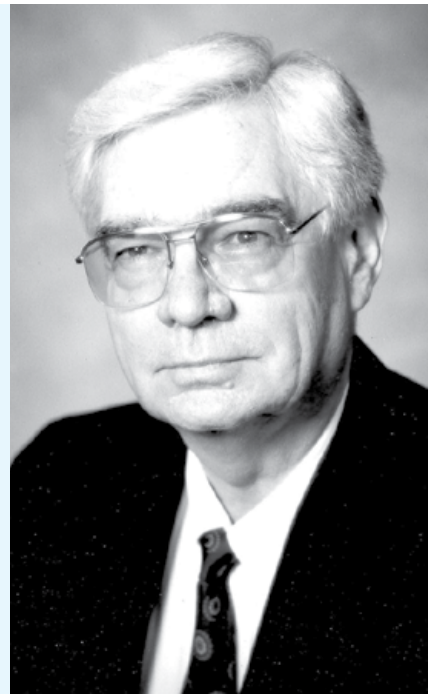
H Pay with Our Mobile App to Win



Randolph EMC Mourns Loss of Retired General Manager Allen Holt

Allen Franklin Holt, Executive Vice President and General Manager of Randolph EMC from 1996 to 2001, passed away in April.

Mr. Holt began as a staff assistant in 1974, and rose to manager of administrative services to plant manager, and finally to executive vice-president and general manager. He was instrumental in computerization of the cooperative, including design and development of data processing and cost accounting computer systems. Just before his retirement in 2001, he collaborated with architect Alvis George Jr. on design and construction of the new REMC headquarters on McDowell Road.



Director Billy Maness Earns NRECA's Credentialed Cooperative Director Certification

At Randolph Electric Membership Corporation's May board meeting, Board President Jerry Bowman presented District 9 Director Billy Maness with his Credentialed Cooperative Director certificate 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.



Board President Jerry Bowman (right) presents District 9 Director Billy Maness with his Credentialed Cooperative Director certificate.

Happy Fourth of July!

Randolph EMC's offices will be closed **July 5** in observance of Independence Day.

Student Dreams Take Flight with Bright Ideas Grant

For the past 25 years, Randolph EMC has awarded more than \$295,000 in grants to teachers to support innovative ideas in schools. Many of these projects continue to flourish in the years following the initial grant award. One example is the Drone flight School at Uwharrie Charter Academy.



In 2019, Randolph EMC awarded teacher David Lackey and Assistant Dean James Green \$1,650 for an

innovative STEM project in which students could become certified, commercially licensed drone pilots. This school year, six Uwharrie students successfully completed the rigorous class covering drone safety, flight techniques, sectional maps, laws, regulations, airspace information, radio frequencies and physics. All six students graduated from the program with their Part 107 commercial drone pilot licenses, issued by the Federal Aviation Administration.

As part of this year's curriculum, Systems Planning Engineer Aubin Reynolds gave a remote presentation to the class on how Randolph EMC uses drones in the field to troubleshoot physical complications on the electrical line. The real-world application of Randolph EMC's drone "blew them away," according to Uwharrie Assistant Dean James Green. "Several of the students told me they were going to research drone mapping," he said after the presentation.

A community-focused organization, Randolph EMC is committed to building a brighter future for the students in our region through Bright Ideas and other programs. In 2021, Randolph EMC will award \$14,000 in Bright Ideas grants to K-12 teachers across its service area. Teachers in Randolph, Moore, Montgomery, Alamance, and Chatham Counties can apply for the grant now through September 15, 2021. Educators can learn more and apply online at [NCBrightIdeas.com](https://www.ncbrightideas.com).

2020-2021 Uwharrie Charter Academy Certified Drone Pilots



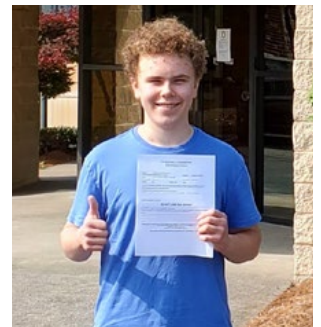
Senior Aron McClintock



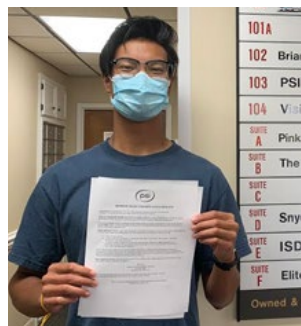
Senior George Kearns



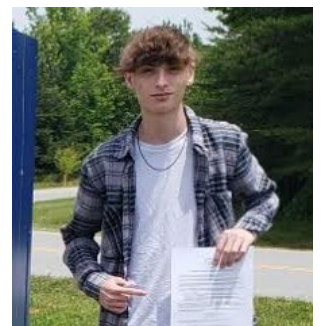
Senior Payton Keating



Junior Carter Mason



Junior Joseph Phetmixay



Junior Chris Ledbetter

Don't Fall Victim to Utility Scams

Every day, millions of Americans are targeted by scammers through phone calls, emails, text messages, online or in person. Over the years, several Randolph EMC members have been targeted through a phone scam where the caller demanded immediate payment and threatened to shut off power if the money was not received. Remember, Randolph EMC will never call you and demand immediate payment without notice.

We want you to be aware of two trending scam tactics. One is the overpayment trick, where a scammer contacts you and claims that you have overpaid your utility bill and your personal banking information is needed to deposit the credit back to your checking account. Don't fall for this scam! If you make an overpayment on your energy bill, Randolph EMC will automatically apply the credit to your account, which will carry over to your next billing cycle.

Another trending scam is smishing (short for SMS phishing) through text messaging. Always question suspicious texts, especially from someone claiming to represent a utility. Randolph EMC

will only send you important updates via text if you've signed up to receive alerts in this way. These are just a couple examples of trending scams, so it's important to watch for any red flags.

Here are a few reminders on how to take control of the situation when you've been targeted by a scammer:

- ▶ **Take your time.** Utility scammers try to create a sense of urgency so that you'll act fast and hand over personal information, especially over the phone. Take a moment to think about the situation before acting.
- ▶ **Be suspicious.** Scammers typically request immediate payments through prepaid debit cards or third-party apps. Unusual requests like this should raise red flags. Remember, if the request seems strange and out of the ordinary, you're likely being targeted by a scammer.
- ▶ **Confirm before you act.** If you're contacted by someone claiming to represent Randolph EMC or another utility but you're unsure, just hang up the phone and call the utility directly.



AVOID UTILITY SCAMS

Scammers will threaten you with everything from shutting off power to your home to legal action. Don't fall victim to these types of scams.

- Our employees will never show up at your door to demand payment.
- Never give personal information to an unknown caller or visitor. Our representatives have access to the details they need to service your account.
- Demands for immediate payment by wire transfer, cryptocurrency, gift cards or cash reload cards should immediately raise red flags.
- If you think you've been contacted by a scammer falsely representing the co-op, please let us know as soon as possible.

Electrical Safety Tips for RV Camping

Camping is an outdoor leisure activity that many people take advantage of during the summer season. As with all summer fun, being safe needs to be a priority.

Tragically, in the summer of 2014, a three-year-old boy was electrocuted as a result of faulty wiring that electrified the family's camper. The child was touching a door handle of the camper while standing on wet ground when he was electrocuted.

When an RV frame is electrically charged, it is often referred to as "hot skin." Improper wiring or connection, no grounding, reversed polarity, and loose or worn outlets are just some of the potential causes. If a hot skin hazard exists, simply opening the door or coming into contact with the hitch can cause shock or electrocution.

To help prevent hot skin, your RV's electrical system should be regularly tested and maintained. A professional electrician can help you make sure the wiring in your RV is safe.

Here are some other electrical safety tips to take along on any trip that involves RV camping.

- ▶ Perform a visual inspection to make sure cords, plugs, and outlets are not cracked, frayed or broken.
- ▶ Make sure RVs are equipped with fire extinguishers, as well as permanently installed carbon-monoxide and fire detectors.
- ▶ Always plug your RV into a campground power pedestal using a heavy duty, four-wire cord with a grounding wire, **not** an extension cord.

- ▶ Never plug more than one RV into a single hook-up. As with a generator, plug your RV in before turning appliances on.
- ▶ Know the amperage your RV draws and the amperage available. If you try to draw more amperage than is

available, you can cause serious damage to the electrical source and your RV. You could even start a fire. Also make sure you know where your electrical panel and major switches are.

Source: *SafeElectricity.org*

LOVE THE OUTDOORS?
BE SAFE OUT THERE

2/3 of lightning fatalities are associated with outdoor **recreational activities**.

Do not use generators in enclosed areas. The same goes for grills, camping stoves or other small appliances that produce carbon monoxide.

Pay attention to weather forecasts **before you go canoeing or boating**. Get off the open water as soon as you **hear thunder**.

Look up for power lines while fishing or sailing.
FACT: Fishing is the most common outdoor activity associated with lightning-related deaths.

Going for a hike? If you hear thunder or see lightning, **do not seek shelter under a tree.**

Tent camping? Plan ahead, seek shelter in a hard-top vehicle or four-sided building during a storm or at the first sight of lightning.

Safe Electricity.org

A Word About Randolph Electric

From CEO Dale Lambert

STRIKING A BALANCE TO ENSURE FAIRNESS TO ALL MEMBERS

Dear Members,

At Randolph EMC, we strive to provide you with exceptional service and electricity to power your home, business, and life at the lowest cost possible. It's in our DNA because we are member-owned and accountable to you in all the decisions we make.

As I noted in my comments during the recent Annual Meeting, Randolph EMC has contracted with an independent consultant to review our retail rate schedules, examine the actual costs of the electricity we provide, and determine any necessary adjustments.

Randolph EMC's last rate adjustment was in April 2016. We have worked hard to hold the line on expenses since that time. However, the time has come for some slight adjustments in rates to reflect the increased costs of our operations. I will cover this in more detail over the next couple months.

This month, I would like to provide an overview of the Cost of Service and Rate Study and examine closely one of the components of our overall rates, the Basic Facilities Charge.

A Cost of Service and Rate Study compiles data from all expense and revenue accounts within the operations of Randolph EMC. The purpose is to determine if the

revenues we receive from the different rate schedules are reflective of the cost of providing service to members billed under each rate schedule. The study reviews our current and future wholesale power cost projections which make up 55 percent of all our costs; the cost of new plant additions; and all maintenance accounts, including the cost of line and right-of-way maintenance. The study then examines how each of these and all the other expenses impact the retail rates to our members.

This very detailed and thorough process needs to be completed periodically to ensure fair and equitable rates and to ensure your cooperative's financial stability into the future. Our lenders require that we meet certain financial standards and that our key financial ratios are strong enough to support the long-term operations of the cooperative.

Now I would like to review an important component of our rate structures, the Basic Facilities Charge.

What is the Basic Facilities Charge?

This component is included in every electric utility's rate schedules. Many other utilities and providers—such as your home phone, cell phone, cable, internet, or satellite TV—include some sort of monthly charge to cover the cost of providing the service.



Randolph EMC's Basic Facilities Charge is designed to cover the cost of our power delivery system, which includes transmission lines, substations, distribution lines, power poles and transformers. All physical structures that allow you to access the electrical grid to power your homes and businesses are considered "basic facilities."

The charge is also designed to cover any required maintenance on the system and the cost of restoring power when the lights go out. Our goal is to have the most reliable electric system possible. When you flip on a switch or plug in an appliance, we want to be sure that power is available for you. Randolph EMC has historically maintained a very reliable system, and it takes a concerted effort to ensure this occurs.

There are 8,760 hours in a year. For the calendar year 2020, Randolph EMC kept the power flowing across the system 99.963 percent of the time. This translates to the members being out of power, on average, only 3 hours and 15 minutes for the entire year. Even though this is a small number, our goal is to reduce outage time as much as possible.

The Basic Facilities Charge for our standard residential rate is currently \$25 per month. But historical data have shown the actual cost for basic

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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RandolphEMC.com



facilities should be \$56.76. As a standard practice, electric utilities do not recoup the full cost with the Basic Facilities Charge alone, but rather it's combined with the energy portion of the bill. This is true for Randolph EMC as well. Our goal is to strike a balance on what the new charge should be so that it is fair to all members.

An Example

I'd like to share a personal example to illustrate why adjusting rates to more closely reflect actual costs helps to ensure fairness for everyone.

I have two accounts with Randolph EMC. One is for my home and the other is for a meter at an old shop we use for storage. The shop is rarely used and has very low kilowatt-hour usage, but for the previous 12 months, I have averaged 1,780 kilowatt-hours per month at my home. I pay the same Basic Facilities Charge for both accounts—\$25.

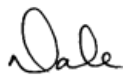
As you can see, my home account is clearly subsidizing the shop account.

The shop account is not using enough energy to pay its "fair share" of what it takes to deliver the electricity, and the higher kilowatt-hour usage at my home is making up for it.

As we continue to work through this rate review process, we will provide additional information concerning any changes that will impact you.

As I have said many times over the last 21 years, I will always be straight with you. It is my job to tell you like it is, good and bad. As members, you deserve to know the deliberations we make to deliver reliable and affordable energy to you every day. We are working hard to keep rates affordable and to operate efficiently, and we are committed to planning for your energy needs far into the future.

Cooperatively Yours,



Dale F. Lambert
 Chief Executive Officer



As members, you deserve to know the deliberations we make to deliver reliable and affordable energy to you every day.



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