

OCTOBER 2024

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**Working in
Extreme Weather
to Restore
your Power**

A newsletter for the member-owners of



Randolph Electric
Membership Corporation

A Word About Randolph Electric

From CEO Dennis Mabe



Resiliency in Action:

Our Team's Response During Tropical Storm Debby

Dear Members,

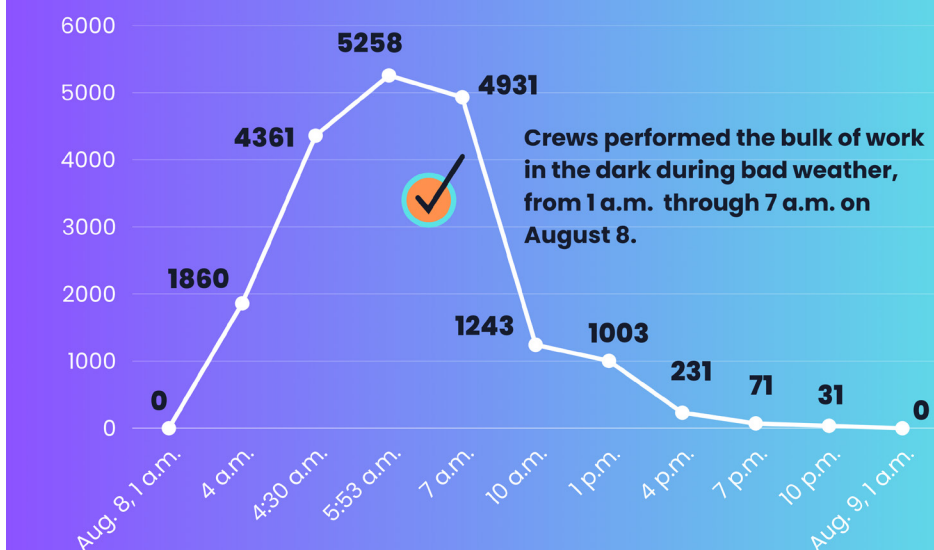
In early August, Tropical Storm Debby gained strength in the Gulf of Mexico. By the time the storm system hit the coast of Florida, Debby was a Category 1 hurricane. Downgraded back to a tropical storm, Debby crossed over to the Atlantic and posed a threat to the East Coast.

While the storm system was not a hurricane when it arrived in North Carolina, Debby brought torrential rains, flooding and even tornadoes to our service area. What could have easily been a multi-day event for our members turned into a testament to our team's resilience, dedication, and unwavering commitment to service.



From Front Cover: Journeyman Lineman/Foreman Kelly Ritter braves the rising waters caused by Tropical Storm Debbie to access the source of an outage.

Tropical Storm Debby Restoration



We had been monitoring weather reports closely, preparing for the worst while hoping for the best. On Tuesday, Aug. 6, Randolph Electric implemented our major storm plan. In the dark and extreme weather conditions, your REMC crews responded to restore power to members. High winds and heavy rain impeded their progress. New trees fell on previously repaired lines throughout their restoration efforts. Lineworkers encountered broken poles and spans of downed lines.

Meanwhile, our office staff and dispatchers were equally committed. They worked tirelessly to communicate with members, offering updates, managing expectations and coordinating the logistics necessary to keep the restoration efforts running smoothly. Every member of the team, from those in the field to those behind the scenes, played a critical role in overcoming the challenges Debby had created for us.

Over the course of slightly more than a 24-hour period, REMC restored power to more than 5,258 members-owners. The peak number of members out of power occurred just before 6 a.m. Thursday morning. By the early morning hours of Friday, Aug. 9, REMC restored power to our last remaining member/owner affected by the storm. The graph shows the impact of the storm on our system and our employees' outstanding response to the restoration of service.

Over the past year, we've undergone many transitions, and employees have stepped into different roles, which naturally brings concerns about maintaining smooth operations. Yet, this early storm has clearly demonstrated the outstanding dedication and capability of our employees.

I am proud of how well our employees and contractors performed. They maintained a high level of efficiency through some some challenging conditions and quickly restored service. We faced several scattered outages across our system, but our team remained committed and worked diligently until power was restored for every member-owner. Our team exemplified what REMC is all about: dedicated service to our member-owners.

I want to take a moment to sincerely thank all our members for your patience and understanding

during the challenges of Tropical Storm Debby. We know how difficult it can be to be without power, and your support has been invaluable as our crews worked tirelessly to restore service across our communities. Your cooperation and trust allowed us to focus on the task at hand, and we're incredibly grateful to serve such a resilient group of members.

Come Visit Us During Member Appreciation Month

I want to remind you that October is Member Appreciation Month. It's our opportunity to celebrate you—our member/owners. Throughout the month, we will provide snacks and prizes in our Asheboro and Robbins lobbies to show our gratitude for your participation in the life of your co-op. We look forward to celebrating together and showing our appreciation. Thank you again for your patience as we responded to the storm, and we are excited to honor you this October.

Cooperatively yours,



Dennis Mabe,
Chief Executive Officer



OCTOBER IS NATIONAL

C O O P
M O N T H

Electric cooperatives are not-for-profit, community-led utilities. Because we are a co-op, we can adapt to our local members' needs, providing the programs and services you care about most.
That's the power of co-op membership.

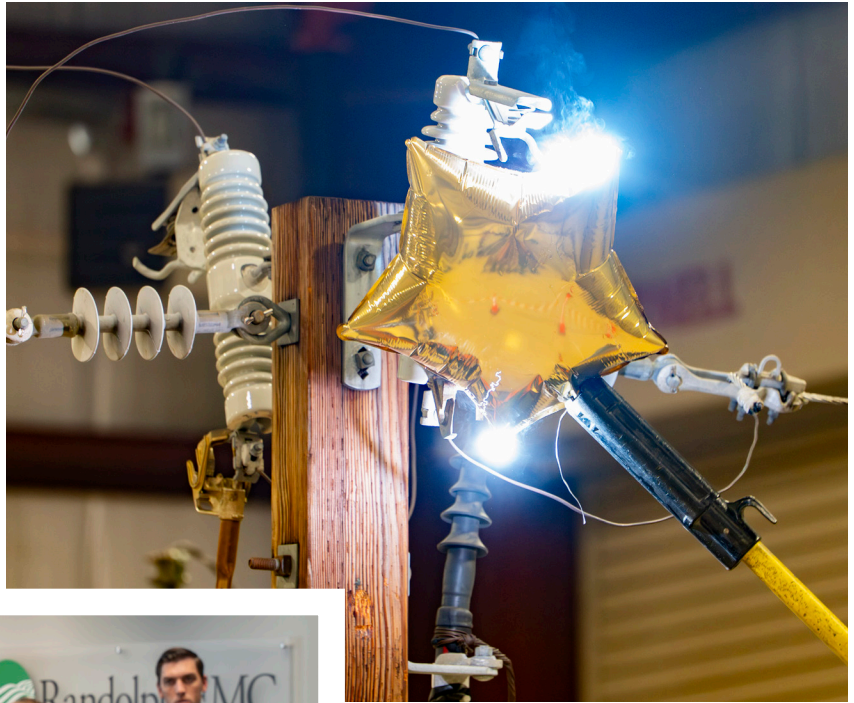
Business Leaders Tour REMC

On Aug. 1, Randolph Electric hosted business professionals learning about local industry. They enjoyed a live-line demonstration and a facility tour.

Established in 1988 by the Asheboro/Randolph Chamber of Commerce, Leadership Randolph has now produced a network of more than 800 graduates who are local professionals.

The intensive nine-month program explores a broad range of resources, topics and services within Randolph County. Participants meet with local business and community leaders, learn about local products and service delivery and take guided tours to gain a deeper understanding of local issues and decisions.

Journeymen Linemen Shannon Fesmire, Danny Lee and Chris Smith, Linemen Hunter Allred and Ethan



Left: As Hannah Monroe (seated) provides assistance in the REMC Dispatch Center, Aubin Reynolds describes how GIS technicians work hand-in-hand with lineworkers in the field to restore outages.

Hurley and Apprentice Linemen Aaron Lednum and Zach Aljets presented the live-line demonstration in the Operation Support Facility at REMC. Line Superintendent Daniel Maness narrated the demonstration.

In addition to describing the hazards of electrical contact, the REMC crew outlined the functions of the mobile substation and instructed the group about safety gear that lineworkers must wear.



The Leadership Randolph class also met with GIS Technician Hannah Monroe and Manager of Engineering Aubin Reynolds in the Dispatch Center. There they learned about the cutting-edge technology REMC uses to track and repair outages.

REMC appreciates the Chamber of Commerce and class co-chairs Scott Harris of Technimark and Amanda Varner of the Randolph County Sheriff's Department for helping to make this a memorable day for these leaders.

Below: The class prepares for a loud bang during the live line demonstration.

Further below: As Zach Aljets assists (background), Chris Smith demonstrates the potential danger of electrical contact if you do not call 8-1-1 before you dig.

Leadership Randolph Class of 2024

Luis Aguilar
Elijah Allmon
Regina Brewer
Jamieson Brown
Cody Craddock
Brad Dalke
Jennifer Davis
Katherine Gibson
Luis Gonzalez
Nikki Hawks
Ken Hughes
Susan Hussey
Crystal Johnson
Michael Jones
Douglas Loflin
Gabriel Montes
Branson O'Hara
Kelly Olmeda
Spencer Patton
Pauline Perry
Meaghan Rabb
Preston Russell
LeAnn Schatz
Heather Semler
Ty Sheffield
Joseph Taureck
Tracey Walden
Gene Woodle



Let's Celebrate You this Month

We invite members to visit our Asheboro and Robbins offices for coffee, snacks and prizes during National Cooperative Month.

Randolph Electric is deeply committed to our member-owners, and we're glad you are part of the electric cooperative community.

This month, more than 30,000 cooperatives across the country are celebrating National Co-op month. It's a time to reflect on all the aspects that set cooperatives apart from other types of businesses. More importantly, it's a time to celebrate the power of co-op membership.

Electric cooperatives are not-for-profit utilities built by the communities they serve. For Randolph EMC, our mission has always been to provide you with reliable power. We care about your quality of life. Because we are locally operated, we're uniquely

suited to meet our members' evolving energy needs.

Beyond the business of electricity, our employees and directors are equally invested in our local community. Why? Because we live here, too. That's why we work hard to support local economic development projects, youth programs and scholarships, charitable giving initiatives like People Helping People and additional programs that make our five-county territory a better place to call home.

How to Win Prizes: Become a 5-Star Member Owner

At REMC, we seek to put our

members' priorities first. As your trusted energy partner, we want to make it easy for you to stay in touch, keep an eye on your bill and save money.

That's why we have numerous features, services and activities in place to help you conveniently monitor and manage your energy usage. We are here to help, so give us a call if you have questions about your energy bills.

In recent years, REMC has promoted the 5-Star Member-Owner campaign to educate members about the numerous programs you can enjoy to help them save energy. You can achieve this level of involvement in your cooperative by signing up for at least five of the services that REMC provides.

**Become a
5-STAR
MEMBER-OWNER
and WIN!**

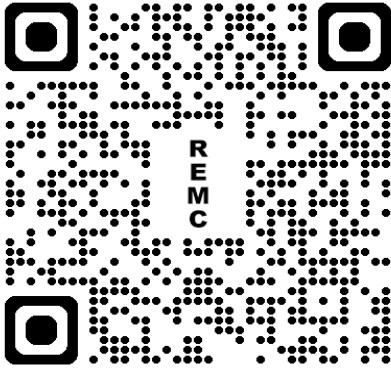
Each weekday in October,
you can visit your local
Asheboro or Robbins office
to be entered into a
weekly giveaway
of prizes!

If you visit us in our Asheboro or Robbins lobbies, please fill out a card that indicates your interest in at least five of these programs. Make sure you enjoy some coffee, snacks and sweet treats while you are here. We will have these goodies available to you every weekday, all month.

Every Friday in the month and on Thursday, Oct. 31, we draw winners randomly from survey results. We will post a list

of winners' names on our social media accounts, so look for these members' names on Facebook, X or Instagram to find out if you won.

If you cannot visit us in person this month, you can still participate by filling out this 5-Star Member survey online. Just scan the QR code below with your smartphone. Be sure you are signed up for at least five of the programs listed.



In the electronic survey and on the paper version in our offices, you will find these options:

- Follow us on social media.
- Make a payment on the mobile app or member portal.
- Set up a high usage alert.
- Enroll in autopayment or bank draft.
- Sign up for eBill and receive your bill electronically.
- Update your contact information, including a new cell phone number or email address.
- Attend an Annual Meeting.
- Participate in FlexPay prepaid billing to avoid late fees.
- Participate in SunPath, our community solar program.
- Enjoy the Plug N2 Savings rate if you are an electric vehicle owner in our REVUP program.
- Participate in our residential Time-Of-Use (TOU) rate.

- Receive SPOTT alerts by text when outages occur.
- Round up your bill to donate to People Helping People.

Perhaps the easiest program to sign up for REMC's charitable round-up effort, People Helping People (PHP).

By signing up for PHP, members elect to "round up" their monthly electric bills to the nearest dollar. The extra change goes into the People Helping People account, which is used to fund requests for assistance from other members in need of financial help because of circumstances outside of their control. Each participating member contributes an average of just \$6 per year (or about 50 cents per month).

A seven-member board of directors reviews requests to determine the amount of donation to extend to the REMC families and individuals that apply for assistance.

During Member Appreciation days, REMC will host drawings for prizes for new and current sign-ups for PHP. Any of our members who elect to round up for PHP is eligible for these drawings. Keep an eye on our social media accounts in October to find out if you are a winner!

If you need help or have a question about any of the above programs, give us a call or tell us in person during Member Appreciation days, and we will be happy to help you get started.

Randolph EMC seeks to continually innovate while providing the highest levels of friendly, reliable service. We are thankful for you, the heartbeat behind our cooperative.



Randolph Electric Membership Corporation provides safe and reliable power with exceptional value to more than 33,000 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

Tammie Phillips.....President
 Billy Maness..... Vice President
 Lee IsleySecretary-Treasurer
 Scott Cole..... Assistant
 Secretary-Treasurer

Jerry Bowman Larry Routh
 Delbert Cranford Jeff Sugg
 Steve Harris

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Dennis MabeChief Executive Officer
 Jay Albright..... District Vice President
 Fred Smith..... Vice President of
 Economic Development & Compliance
 Michael Trent Vice President of
 Member Services & Public Relations
 Jacob Barlow Vice President of
 Engineering & Operations
 Nicole Arnold Editor

Visit Randolph EMC Online
RandolphEMC.com



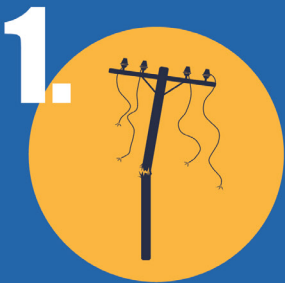


SAFELY RESTORING POWER

after a storm

When the power is out, crews are doing all they can to safely and efficiently restore it so that you can get back to life as usual.

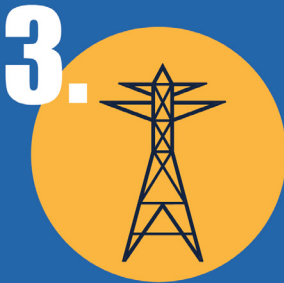
Depending on the extent of storm damage, restoration can be a complex process. **There are many steps in the assessment and restoration process:**



Clearing downed power lines



Restoring power to public health and safety facilities



Repairing transmission lines



Checking power stations and transformers



Repairing distribution lines



Getting power restored to homes and businesses