

MARCH 2025

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# Watts Working



Lighting the  
Way with  
Innovation  
and Ingenuity

A newsletter for the member-owners of



Randolph Electric  
Membership Corporation

# A Word About Randolph Electric

From CEO Dennis Mabe

## Resilience in Action: Leveraging Technology for Improved Reliability

Dear Members,

In recent years, our cooperative has faced the dual challenges of rising costs and maintaining reliable service for our members. Through careful cost control and strategic investments in our infrastructure, we've not only managed these challenges but have also advanced our system's capabilities. One key example is the backfeeding capability made possible by the self-healing network tie we installed in August 2023 for the Robbins/Bear Creek areas. The graph on the opposite page describes the effectiveness of this technology.

This investment, along with innovations like real-time switching analytics developed by our in-house engineering team, highlight how planning and technology can transform challenges into opportunities. During a recent Duke Energy transmission outage, these advancements allowed us to minimize the impact on members. We systematically restored power long before repairs to the transmission line were completed. Such proactive measures underscore our commitment to reliability while simultaneously allowing us to control costs and plan for the future.

Beyond managing the transmission outage, our crews also tackled a planned repair of an insulated switch that had been damaged in a previous event. Four months earlier, a snake had entered the substation, causing an outage that led to equipment damage. Anticipating the need for this repair, we pre-positioned the necessary materials at the Bear Creek substation. This foresight enabled our crews to complete the repair during the transmission outage, avoiding the need for an additional planned outage and minimizing disruptions for members.

Our self-healing network currently serves over 7,000 members. REMC plans to expand this coverage to approximately 18,000 more members over the next 5 years. While no system can entirely eliminate outages, these strategic investments significantly reduce the number of members impacted by a single outage and improve restoration times across our service area. Each improvement reflects our commitment to providing reliable power at the lowest possible cost.

Our expansion of the self-healing network represents an excellent example of REMC's

commitment to reliability and affordability. How we achieve this expansion and strengthen our grid is through the hard work and dedication of our staff. Recognizing the need for investment in our system, they proactively applied for two highly competitive grants—and their efforts paid off. Our cooperative has been selected to receive funding for two critical projects: one to replace aging wooden transmission poles with more resilient steel structures, and another to expand the self-healing network while integrating advanced fault detection equipment across our system. These innovative grant projects will allow us to enhance reliability without placing an undue financial burden on our members.

I will keep you updated as staff work through all the final details with the new federal administration. As we navigate the challenges of rising wholesale power costs, we remain committed to prudent stewardship and strategic decision-making. Investments like the self-healing network not only address today's needs but also prepare us for tomorrow's challenges, ensuring that our members benefit from a resilient, reliable and forward-thinking electrical grid.

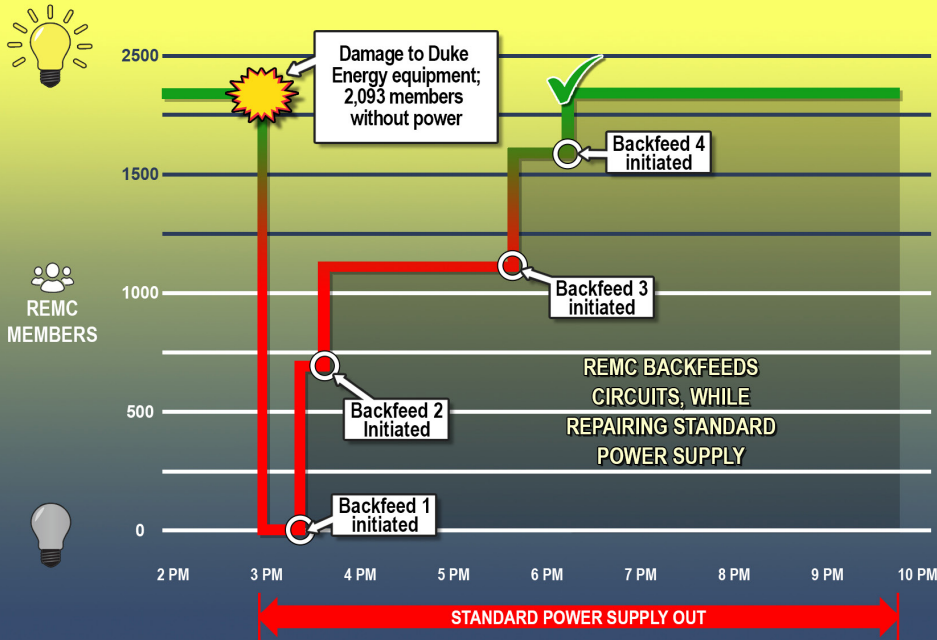
At Randolph EMC, our mission is to deliver exceptional service and reliable electricity while staying true to the cooperative principles that guide us. Together, we are building a stronger, more resilient future for our community—one investment at a time.

**Cooperatively yours,  
Dennis Mabe, CEO**





# Bear Creek Outage Event—January 2025



✓ REMC restores power to all Bear Creek area members around 6 p.m.

From 6 to 10 p.m., REMC & Duke Energy crews continue to repair equipment that caused the Duke Energy transmission line outage.

Without Self-Healing Grid technology, all 2,093 Bear Creek members would have lost power until roughly 10 p.m.

The Self-Healing Grid reduced outage time by about 4 or more hours for all affected members.

## MARCH IS AN IDEAL TIME TO SERVICE YOUR HOME COOLING SYSTEM

before the **SUMMER HEAT** arrives.

- Clean or replace filters
- Check refrigerant levels
- Inspect parts

Routine maintenance will improve your system's performance and lower your energy bills. It also helps you avoid costly emergency repairs and extends the lifespan of your unit.

Schedule service in the spring and beat the **peak-season rush** so you can keep your home comfortable all summer long.



**ENERGY EFFICIENCY TIP**

# Future Leaders Tour REMC, Learn about Careers in Energy

On Jan. 29, Randolph EMC hosted the Student LIFT class of 2024–25 for a live-line demonstration, a facility tour, and a discussion on careers in electrical cooperatives.



Student Leadership Information For Tomorrow (LIFT) is a program of the Asheboro/Randolph Chamber of Commerce. REMC is a primary sponsor of this educational outreach program. Student LIFT offers the county's top-performing high school sophomores and juniors the opportunity to learn more about careers in the region and gain valuable leadership skills.

To teach the dangers of electricity, Safety and Environmental Coordinator Jeff McDuffie spoke to the group on the unforgiving nature of electrical contact. McDuffie also narrated as a REMC crew presented the live-line demonstration in the Operations Support Facility.

With the oversight of Line Superintendent Skip Jobe and Journeyman Lineman Jereme Garner, the REMC crew outlined the functions of the mobile substation and instructed students about safety gear that lineworkers must wear. Journeyman Lineman Ryan Kivett, Lineman

Hunter Allred, Chris Ingold and Jordan Hodges and Apprentice Lineman Aaron Lednum played vital roles in the safety demonstration.

Students also met with GIS Technician Hannah Monroe and Staff Engineer Cody Williams in the Dispatch Center. There they learned about the cutting-edge technology REMC uses to track and repair outages. To win prizes, students answered questions about the cooperative business model and the infrastructure of electric utilities. Communications employees Emely Noesi and Terry Locke assisted in the educational discussion.

Randolph Electric values the opportunity to teach students about advances in technology, the importance of safety and the careers available at your local cooperative. REMC would like to thank the Chamber and mentor, Baxter Hammer of the Timken Company, for helping to make this a memorable day for these future leaders.



## STUDENT LIFT CLASS OF 2024-25

Victor Beltran, Eastern Randolph High School

Savannah Brown, Uwharrie Charter Academy

Colton Bryant, Uwharrie Charter Academy

Lilian Cozart, Randleman High School

Macie Epps, Uwharrie Charter Academy

Emma Forester, Asheboro High School

Sara Garcia, Uwharrie Charter Academy

Lexly Guevara, Randleman High School

Samuel Harris, Uwharrie Charter Academy

Giovanni Bernal-Hernandez,  
Southwestern Randolph High School

McKenzie Hill, Southwestern  
Randolph High School

Vianey Jimenez-Jaimes, Eastern  
Randolph High School

Emily Jauregui, Eastern  
Randolph High School

Emily Jones, Asheboro High School

Alexa Lopez, Eastern Randolph High School

Heidi McNeill, Uwharrie Charter Academy

Sara Kate Marion, Southwestern  
Randolph High School

Julia Moore, Eastern Randolph High School

Ashleigh Page,  
Uwharrie Charter  
Academy

Franchesca Piansay,  
Asheboro High School

Guadalupe Soto,  
Asheboro High School

Kaci Smith, Uwharrie  
Charter Academy

Ethan Steele, Uwharrie  
Charter Academy

Aerial Tate, Uwharrie  
Ridge 6-12

Kyla Wheatcraft,  
Eastern Randolph  
High School

Shelby Williams,  
Eastern Randolph  
High School



**“These students represent the best and brightest in the county,”** said Communications and Public Affairs Manager Nicole Arnold.

**“Randolph Electric is proud to host them and help them learn about the exciting potential they can realize in the energy industry. We hope that in their future professional lives, they become leaders who seek to improve their communities every day.”**





# Attention: Rising Sixth or Seventh Graders Who Love Basketball...

## Apply Now for a Sports Camp Scholarship!

The deadline is approaching for students to apply for a Touchstone Energy Sports Camp Scholarship from Randolph EMC. Rising sixth and seventh graders can apply for full scholarships to attend basketball camps held at the University of North Carolina at Chapel Hill and NC State University this summer. The final deadline to apply is March 31.

REMC will provide one young woman with a scholarship to attend the Wolfpack Women's Basketball Camp June 15-18 in Raleigh, and one young man the opportunity to attend the Carolina Basketball School June 25-28 in Chapel Hill.

The scholarships cover all expenses at the overnight camps, which provide a glimpse into life on a college campus. Campers stay overnight in college dorms, learn fundamental skills that will help them excel on and off

the court, and receive individual and group instruction from Division 1 coaches and players to enhance their basketball and team working abilities.

"Over the years in coaching and watching talent develop, I have found that athletic skill and potential are not bound by where you live, where you go to school, or your background," said NC State University Women's Basketball Coach Wes Moore.

"Because of this partnership with North Carolina's electric cooperatives, we can help kids from all over the state attend our camp and discover their true potential on and off the court."



2024 Camper Ethan Thomas relaxes in his UNC Chapel Hill dorm room.

**TAKE YOUR SHOT!**

**Middle Schoolers, Apply Now for a Touchstone Energy Sports Camp Scholarship!**

**Attend Basketball Camp for Free this Summer!**

Touchstone Energy<sup>®</sup>  
**Sports Camp Scholarships**

[randolphemc.com/touchstone-energy-sports-camps](https://randolphemc.com/touchstone-energy-sports-camps)

**Deadline to apply is March 31.**

### HOW TO APPLY

Scan the QR code or visit our website.

**Submit your application by the deadline of March 31.**

Eligible applicants must be in sixth or seventh grade during the 2025-2026 school year.

Contact Nicole Arnold at 336-625-8116 or [Nicole.Arnold@RandolphEMC.com](mailto:Nicole.Arnold@RandolphEMC.com) to learn more.



# 5 Tips To GO GREEN for St. Patrick's Day



## 1. Replace your HVAC filter.

These typically need replacing every three months, though factors like pets, climate and system age can affect the timing.

## 2. Install a smart thermostat.

A smart thermostat offers convenience, savings and efficiency by adjusting the temperature based on your schedule — reducing usage when no one is home.

## 3. Cut energy use during peak hours.

In spring, peak electricity hours are usually in the evening. Reduce usage by visiting a park, a theater or dining out.

## 4. Upgrade to energy-efficient appliances.

Look for appliances that are ENERGY STAR-certified, using 10 to 15% less energy and water than standard models, according to Energy.gov.

## 5. Save energy through rebate programs for solar, battery storage or electric vehicles.

Check with utilities and government programs for rebates and incentives to help make these technologies more accessible.

Learn more at:



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

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[RandolphEMC.com](http://RandolphEMC.com)

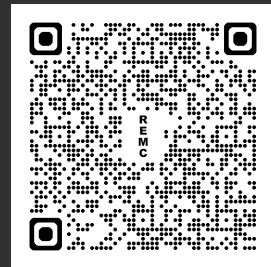
# Sharing Success Community Grant

## Applications Now Open for Nonprofits



Qualifying charitable 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 communities where Randolph EMC member-owners reside. Completed applications must be received by May 31. To apply, scan the QR code or visit our website.

The Sharing Success Community Grants Program is a special project of People Helping People (PHP), Randolph EMC's 501(c)3 organization. Community Grant funds are made possible through the generosity of CoBank, an industry lender, and are separate and distinct from monthly member contributions to PHP.



# Randolph Electric Membership Corporation