

JANUARY 2025

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Living Up to Our Cooperative Principles

A newsletter for the member-owners of



Randolph Electric Membership Corporation

A Word About Randolph Electric

From CEO Dennis Mabe

Cooperative Member Consumption: *How Your Electric Usage Affects Us All*

Dear Members,

Electricity is a shared resource, and how we use it impacts more than just our individual bills—it affects the entire cooperative membership. As members, we play a crucial role in shaping your cooperative's load profile, or our "load shape." This load shape is determined by when and how we consume electricity throughout the day. Managing this load well helps REMC control costs, maintain reliability and prepare for future growth.

Each cooperative has a unique load shape to manage, and your cooperative is no exception. When members don't actively manage their electric usage, especially during peak demand times, costs rise for everyone. This cost increase occurs because wholesale power resources are higher during these periods; increased demand can strain the system, leading to costly upgrades and greater risks of reliability issues.

To address these challenges, your cooperative has implemented strategies to manage our load shape. A couple of these efforts include thermostat and water heater controls through our Connect to Save program, and Conservation Voltage Reduction (CVR), a peak management technique that optimizes voltage levels during high-demand periods. Additionally, we offer time-of-use rates to encourage members to shift their energy consumption to off-peak hours when electricity is cheaper to produce and deliver. Traditionally, member participation in these programs has been low, leaving untapped potential for collective savings. Today, I am asking you to examine your energy usage, consider our incentivized rates and help your cooperative manage energy even better.

Proactively managing our load shape benefits both the cooperative and its members. By reducing wholesale power costs, we can keep retail rates lower, reduce the strain on our system during extreme temperatures, and delay the need for costly infrastructure upgrades. While on time-of-use rates, members who shift their usage to off-peak times not only share in these savings but also help improve reliability while reducing the overall financial impact on all members.

Load forecasting is another key component of our strategy, allowing us to account for predictable fluctuations in demand as we plan and budget for the future. As our region enters a new era of economic development, demand for electricity will increase, putting further pressure on capacity and prices. REMC continues to face significant cost challenges, and the financial strain on power supply shows no signs of easing in the foreseeable future. While we cannot eliminate these cost pressures entirely, reducing our load shape now will help reduce their overall impact and help us manage future challenges more effectively.

This conversation wouldn't be complete without recognizing a thoughtful contribution from a friend and fellow member, Chris F., who had this conversation with me months ago about the importance of how our individual usage patterns affect us all as a cooperative. By working together, we can ensure your cooperative remains strong and responsive to the needs of all members, now and in the future.

Managing energy usage isn't just about keeping the lights on—it's about creating a brighter, more sustainable and affordable future for everyone. Let's work together to make that happen.

**Cooperatively yours,
Dennis Mabe, CEO**





NC Electric Cooperatives Youth Tour



*A Week to Remember
June 15-21, 2025*

**Current high school sophomores and juniors:
Apply by Jan. 17 for the free trip and
experience a week in Washington, D.C.,
that you will never forget!**



Utility Bill Assistance

There are helpful organizations that can provide assistance to those in need. If you need aid this winter, please consider these options.

The Low Income Energy Assistance Program (LIEAP) is available for eligible households. If you are having difficulties making ends meet this winter, please reach out to your local Department of Social Services (D.S.S.) and ask if you are eligible for LIEAP. This federal aid helps eligible members defray the cost of their winter utility bills.

From Jan. 1 through March 31, households may apply for assistance, until funds are exhausted. To qualify for LIEAP, a household must:

- *Have at least one U.S. citizen or noncitizen who meets the eligibility criteria;*
- *Have income equal to or less than 130% of the federal poverty limit;*
- *Have resources, such as saving and checking accounts and cash on hand, at or below \$2,250;*
- *Be responsible for its heating costs.*



To inquire about your qualifications, please call the D.S.S. in your county at the phone numbers below:

- *Randolph County: (336)683-8000*
- *Chatham County: (919) 542-2759*
- *Moore County: (910) 947-2436*
- *Montgomery County: (910) 576-6531*
- *Alamance County: (336) 570-6532*

If you need further help with your bill, please call one of our Member Service Specialists at your local office to discuss your concerns.

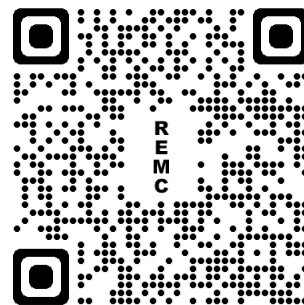
Know a Member with Unclaimed Capital Credits?

Help us find members who have not received their capital credits before we must relinquish the funds to the state.

Receiving capital credits is just one of the benefits of being a member-owner of Randolph Electric. But sometimes, we are unable to locate members from previous years who are entitled to a check because they may have moved to another area. These capital credits can go unclaimed, and we want to make sure they are received by their rightful owners.

Randolph Electric cannot hold on to unclaimed capital credits indefinitely. If the credits are not claimed within three years of disbursement, then REMC must escheat the credits to the state. That's why we keep an updated list of members with unclaimed capital credits on our website.

Please take the time to scan this QR code on your smart device, or go to randolphemc.com/unclaimed-capital-credits to search the names there. Thank you for helping us help our members



If you know someone on the list or have questions, please contact us by calling REMC at 336-625-5177 and ask for Marcela Rodriguez, or email Marcela.Rodriguez@RandolphEMC.com.

Stay Safe on Winter Roads



Winter months can bring snow, ice and windy conditions, creating hazards for drivers. It is important to be prepared in case there is an accident.



Safe
Electricity.org®

Before a winter storm

Perform seasonal maintenance on your car to ensure:

- Batteries are charged.
- Tires have sufficient tread.
- Spare tire is inflated.
- Jumper cables are in good condition.
- A winterized car emergency kit.
- Windshield wipers work.
- Headlights, brake lights and turn signals work.
- At least a half-full tank of gas.

Prevent frostbite and hypothermia

If you are stranded in your car after an accident, observe the following precautions:

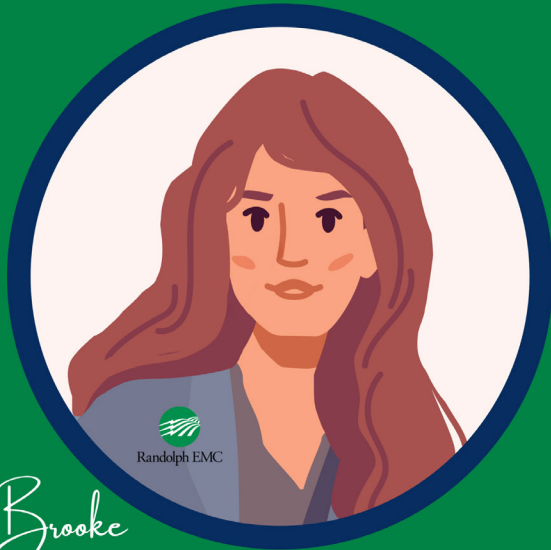
- Do not stay in one position for too long.
- Stay awake.
- Do not overexert yourself to avoid strain on your heart.
- Watch for signs such as a change in skin color, numbness, shivering, slurred speech, loss of coordination or confusion.

Winter storms and power lines

Always treat sagging and downed power lines as energized and dangerous. Keep at least 50 feet away from the area.

- If your vehicle hits a power pole, stay inside.
- Contact 9-1-1 and wait for the power to be shut off by utility workers.
- If your vehicle is on fire, jump clear with feet together, avoiding contact with both the vehicle and ground simultaneously.
- Shuffle or "bunny hop" away from the vehicle, keeping feet together to prevent different electric currents through your body.
- Never drive over a downed power line, which can cause additional hazards.





Brooke



Doug

Ask Your Energy Advisors

The best advice from REMC's amazing duo!

In this write-in advice column, Energy Services Manager Brooke McNeill and Energy Efficiency Specialist Doug Loflin answer your questions about the topics on your mind. Here, Brooke and Doug provide tips to help you reduce your energy consumption, save money on your bill and contribute to a more sustainable environment.

You can always call Brooke and Doug to perform a free home energy analysis if you think you would benefit from one. The information will help you evaluate the energy efficiency of your home and the ways you use energy. Call 1-800-672-8212 to schedule an analysis.

Baby, it's cold outside!

Dear Brooke and Doug,

How do I keep my electric bill low when winter temperatures plummet?

Chilly in Chatham County

Dear Chilly,

We are so glad you asked. Here are the top 10 things you can do to save money this winter.

1. Invest in a programmable thermostat to control the temperature in your home.
2. Aim for 68°F for optimal savings, or turn your thermostat down to the lowest comfortable setting.

3. Use weather stripping or caulk to seal gaps around windows, doors, and other areas where cold air may seep in. Install draft stoppers under doors.

4. Ensure your attic, walls and floors are properly insulated.

5. Use thermal curtains to reduce heat loss through windows. On sunny days, open your drapes so sunlight can warm the room.

6. Set ceiling fans to rotate clockwise on low speed to push warm air down.

7. Use more energy-efficient LED bulbs that produce less heat.

8. Insulate your water pipes to prevent heat loss and keep water warmer longer.

9. If possible, reduce the use of space heaters which can be costly.

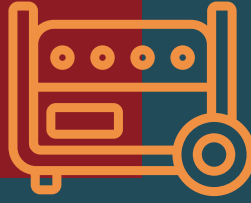
10. Service your heating system by cleaning or replacing filters regularly and scheduling an annual maintenance inspection.

Sincerely,

Brooke McNeill,
Energy Services Manager

Doug Loflin,
Energy Efficiency Specialist

What to do before using a PORTABLE GENERATOR



Prepare

Install battery operated carbon monoxide (CO) alarms throughout your home; ensure they are working properly.

Position

Place a portable generator at least 20 feet from windows and doors; do not use one in a garage or carport.



Read

Carefully review and then follow all manufacturer's instructions.

Protect

If it is wet outside, keep it dry by placing it on a tarp. Position it under a portable canopy (not a carport).



Refuel Safely

Turn off your portable generator and let it cool down before refueling.

Inspect and Maintain

Inspect a portable generator before each use and make sure it is properly maintained.



Using a portable generator can be useful during an outage; however, use one correctly to prevent CO poisoning and to stay safe.



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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Visit Randolph EMC Online

RandolphEMC.com

Keep Track of the Energy You Use

Monitor your monthly usage & cost of electric service. Be sure to read your meter on the same day each month.

Month	Date Read	Reading	kWh Used	Bill Amount	Date Paid
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Totals					

2025 Cycle Billing Schedule

	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
READ DATE	DEC 24	JAN 1	JAN 8	JAN 15	JAN 24	FEB 1	FEB 8	FEB 15	FEB 24	MAR 1	MAR 8	MAR 15	MAR 24	APR 1	APR 8	APR 15	APR 24
	JAN 24	FEB 1	FEB 8	FEB 15	MAR 1	MAR 8	MAR 15	MAR 24	APR 1	APR 8	APR 15	APR 24	MAY 1	MAY 8	MAY 15	MAY 24	MAY 31
	FEB 24	MAR 1	MAR 8	MAR 15	APR 1	APR 8	APR 15	APR 24	MAY 1	MAY 8	MAY 15	MAY 24	JUNE 1	JUNE 8	JUNE 15	JUNE 24	JULY 1
	MAR 24	APR 1	APR 8	APR 15	MAY 1	MAY 8	MAY 15	MAY 24	JUNE 1	JUNE 8	JUNE 15	JUNE 24	JULY 1	JULY 8	JULY 15	JULY 24	AUG 1
BILL DATE	JAN 6	JAN 13	JAN 20	JAN 27	FEB 3	FEB 10	FEB 17	FEB 24	MAR 3	MAR 10	MAR 17	MAR 24	APR 7	APR 14	APR 21	APR 28	MAY 5
	FEB 3	FEB 10	FEB 17	FEB 24	MAR 3	MAR 10	MAR 17	MAR 24	APR 7	APR 14	APR 21	APR 28	MAY 5	MAY 12	MAY 19	MAY 27	JUNE 2
	MAR 3	MAR 10	MAR 17	MAR 24	APR 7	APR 14	APR 21	APR 28	MAY 5	MAY 12	MAY 19	MAY 27	JUNE 2	JUNE 9	JUNE 16	JUNE 23	JULY 7
	APR 7	APR 14	APR 21	APR 28	MAY 5	MAY 12	MAY 19	MAY 27	JUNE 2	JUNE 9	JUNE 16	JUNE 23	JULY 7	JULY 14	JULY 21	JULY 28	AUG 4
PAST DUE DATE	JAN 28	FEB 5	FEB 12	FEB 19	FEB 28	MAR 5	MAR 12	MAR 19	MAR 28	APR 5	APR 12	APR 19	APR 28	MAY 5	MAY 12	MAY 19	MAY 28
	FEB 28	MAR 5	MAR 12	MAR 19	APR 5	APR 12	APR 19	APR 28	MAY 5	MAY 12	MAY 19	MAY 28	JUNE 5	JUNE 12	JUNE 19	JUNE 28	JULY 5
	APR 5	APR 12	APR 19	APR 28	MAY 5	MAY 12	MAY 19	MAY 28	JUNE 5	JUNE 12	JUNE 19	JUNE 28	JULY 5	JULY 12	JULY 19	JULY 28	AUG 5
	MAY 5	MAY 12	MAY 19	MAY 28	JUNE 5	JUNE 12	JUNE 19	JUNE 28	JULY 5	JULY 12	JULY 19	JULY 28	AUG 5	AUG 12	AUG 19	AUG 28	SEPT 5
SUBJECT TO DISCONNECTION	FEB 10	FEB 17	FEB 24	MAR 3	MAR 10	MAR 17	MAR 24	APR 3	APR 10	APR 17	APR 24	MAY 3	MAY 10	MAY 17	MAY 24	JUNE 3	JUNE 10
	MAR 10	MAR 17	MAR 24	APR 3	APR 10	APR 17	APR 24	MAY 3	MAY 10	MAY 17	MAY 24	JUNE 3	JUNE 10	JUNE 17	JUNE 24	JULY 3	JULY 10
	APR 10	APR 17	APR 24	MAY 3	MAY 10	MAY 17	MAY 24	JUNE 3	JUNE 10	JUNE 17	JUNE 24	JULY 3	JULY 10	JULY 17	JULY 24	AUG 3	AUG 10
	MAY 10	MAY 17	MAY 24	JUNE 3	JUNE 10	JUNE 17	JUNE 24	JULY 3	JULY 10	JULY 17	JULY 24	AUG 3	AUG 10	AUG 17	AUG 24	SEPT 3	SEPT 10

Automatic Draft Dates

- CYCLE 1: 28th of month
- CYCLE 2: 5th of month
- CYCLE 3: 12th of month
- CYCLE 4: 19th of month