

Watts Working

REMC Celebrates Members

October is National Co-op Month

Fall is a busy time, and October is a particularly eventful month with school, community and sports activities in full swing. It's also when all cooperatives celebrate National Co-op Month.

When Randolph EMC celebrates Co-op Month, we are really celebrating you! After all, our co-op wouldn't exist without you, our members.

Focused on You

During October, Randolph Electric local offices will have coffee, sweet treats and prizes for our members. Come see us in Asheboro or Robbins to enjoy this time of celebrating our members.

While you're here, register to win prizes and let us know of any energy-related services you need.

Concern for Community

Our core business purpose is to serve as your electricity provider, but the larger mission of the co-op is to help make our corner of the world a better place. "Concern for community" is one of seven guiding principles that all co-ops share.

Just as our wires run through our service territory, our concern for community flows through all our decisions—because being a co-op means being a responsible partner and good neighbor.

Continued on page B

*You are invited to
the Asheboro &
Robbins offices
in the month of
October for coffee
and prizes.*

*It's our way of
saying,
"Thanks for
being a valued
member-owner!"*

C Security Lights
Keep You Safe

D Members Give
REMC High Marks

E Youth Tour
Podcast Recap

F A Word About
Randolph Electric

H Leadership
Randolph Tour



Randolph Electric works to help our community thrive through initiatives led by our employees and a local board that's comprised of neighbors who live right here in our community. Because we're local, we understand our community's unique needs and strive to help meet them.

The word "cooperative" is close to "cooperation," meaning people working together towards a common goal—mutually benefiting one another and the larger community. That's the essence of the cooperative spirit. Our employees and member-elected board members are invested in the community in which they live and serve.

5-Star Member-Owner

Above all, we put our members' priorities first. As your trusted energy partner, we know that saving energy and money is important to you.

That's why we have numerous programs in place to help you conveniently monitor and

manage your energy use. We are here to help, so give us a call if you have questions about your energy bills.

Because we value the involvement of our members, REMC launched the 5-Star Member-Owner campaign. You can achieve this level of involvement in your cooperative by participating in at least 5 of the services that REMC provides:

- ▶ Follow us on Facebook and Twitter.
- ▶ Make a payment on the mobile app or member portal.
- ▶ Set up autopayment or bank draft for your account.
- ▶ Sign up for eBill and receive your bill electronically.
- ▶ Update your contact information on file, including a new cell phone number or email address.
- ▶ Attend an Annual Meeting.
- ▶ Set up a high usage alert.
- ▶ Participate in FlexPay prepaid billing to avoid late fees.
- ▶ Round up your bill to donate to People Helping People.
- ▶ 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.

If you do not currently participate in 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.

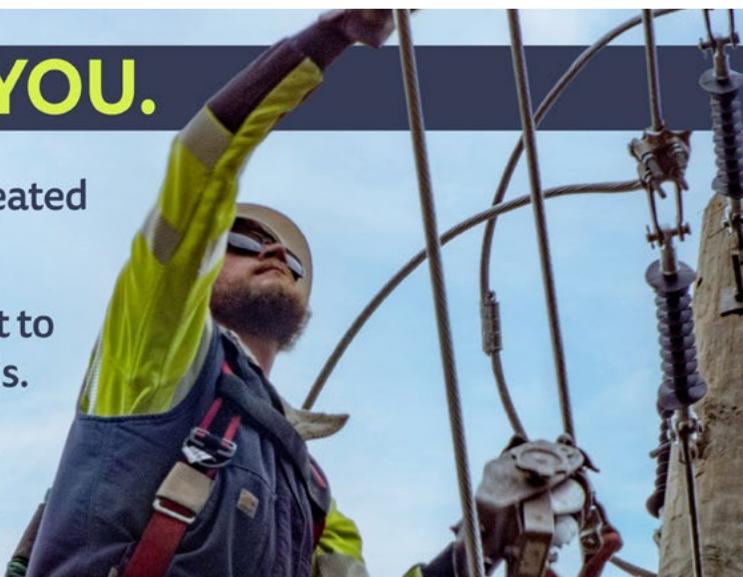
Randolph EMC is continuously examining ways to operate more efficiently while providing the highest level of friendly, reliable service you expect and deserve. After all, we're your local co-op. We were built by the members we serve.

FOCUSED ON YOU.

Electric cooperatives were created to serve their members.

As a co-op, we're able to adapt to the community's unique needs.

That's the power of co-op membership.



Stay Safe this Winter with New Security Lighting

Each year, we change our clocks by “falling back” one hour to accommodate the end of Daylight Saving Time. As winter approaches, our days grow darker.

While we cannot control this seasonal transition, we can make the environment around our home and work a safer, more illuminated area. One way to push back the darkness is to install security lights on your property.

Effective security lighting enhances safety and reduces the risk of criminal trespassing. Randolph EMC provides security lighting that creates a brighter outdoor environment at night, helps protect your property and adds curb appeal for one low monthly price.

REMC's security lights automatically turn on at dusk and turn off at dawn. The monthly charge includes all electricity used to operate the light. REMC personnel will even replace bulbs and make any repairs when needed. Several options, including decorative fixtures, are available to best suit your preferences.

Through the end of the year, REMC will offer three months free for new security light connections. This offer is good for a limited time only.

New connections must be scheduled by Dec. 31, 2023.

Now is an excellent time to add outdoor lighting around your property. If you want added protection and convenience that's affordable

and maintenance-free, then get in touch with us.

Call your local office for more details and sign up today!



Providing the Highest Levels of Member Satisfaction

Randolph Electric participates in several surveys that give us insight into our members' perceptions of us and allow us to compare scores with other electric cooperatives and investor-owned utilities.

One important survey that REMC tracks quarterly is the American Customer Satisfaction Index (ACSI®). This survey is recognized by the U.S. federal government as the gold standard for customer satisfaction benchmarking.

Both the private and public sectors use the ACSI®, since it is the only cross-industry measure of customer satisfaction in the United States. REMC uses the survey to gauge our members' responses, based on a 100-point scale, on questions regarding these critical topics:

- ▶ Overall satisfaction of member service
- ▶ Ability to meet our members' expectations
- ▶ Evaluation of experience in comparison to an ideal energy provider

Responses from these questions are submitted to ACSI® for scoring, allowing participating businesses a standard against which to compare their scores.

Electric cooperatives, like REMC, outpace the utility industry with high levels of member satisfaction. Year after year, cooperatives achieve scores that are among the highest-scoring organizations in the electric utility sector.

Based on a recent study conducted by Cooperative Insights during the second quarter of 2023, REMC scored 92 out of 100 points on overall customer satisfaction. This level of performance is very impressive when compared to the scores published annually by the ACSI® for investor-owned energy companies (72), municipalities (71) and cooperatives (74).

In receiving a 92, REMC achieved the highest score of all participating utilities, tying with another cooperative for first place. But this is not the first time that members have scored Randolph Electric in the top. In the second quarter of 2022, members also gave REMC a score of 92, which again led the pack of Touchstone Energy® cooperatives participating in the survey.

You may wonder why REMC has scored so well. According to REMC's Innovative Energy Services Director Michael Trent, the reason is that REMC employs the power of the members' feedback to meet and, whenever possible, exceed the expectations of our member-owners.

"The survey provides a continuous measurement of our performance and what is most important to our members," said Trent. "This guides us on where to focus our efforts to provide the most value and enables us to stay ahead of increasing member expectations."

In receiving a 92, REMC achieved the highest score of all participating utilities...

Randolph Electric would like to say a big "thank you" to our members for entrusting us with your energy delivery and for providing valuable data that we can use to enhance our services to you.

Survey disclaimer: Data compared to publicly measured investor-owned utilities in the 2023 ACSI® survey of customers rating their satisfaction. Results based on data provided by Randolph Electric Membership Corporation collected during second quarter 2023. ACSI® did not regulate the survey administration or sample size. ACSI® is a registered trademark of the American Customer Satisfaction Index, LLC.



CheckOut by PayGo Now at Walmart Stores Near You

REMC strives to bring value to our members by providing numerous ways to pay your bill each month.

One convenient way is to pay your Randolph EMC bill in cash through the checkout lane at participating retailers near you.

Using a CheckOut by PayGo bar code, you can make cash payments at stores such as Dollar General,

Family Dollar, CVS Pharmacy, Walgreens, 7 Eleven, and more. There are more than 50,000 locations across the country that accept these payments. A convenience fee of \$1.50 is automatically added at checkout.

CheckOut by PayGo has now added Walmart to its family of retailers accepting cash payments. You can pay your bill with cash at Walmart by showing a bar code unique to your account.

Scan the QR code here to produce a bar code that you can print out or save as a picture on your smartphone. Each time you pay, you will use this bar code. This bar code is also included on the

back of your paper power bills.

Now the next time you are at Walmart, you can pay your bill in cash by scanning this bar code at the register. This CheckOut by PayGo option is fast, convenient and secure, and is just another way that REMC powers your life.



REMC

RE-Connect Podcast

Episode 9



Interview with
Colton Freeman
2023 Youth Tourist

*Listen
Now*



A Word About Randolph Electric

From CEO Dale Lambert

WHEN “POWER BLINKS” ARE A GOOD THING

Dear Members,

After a long, hot and dry stretch in July and early August, we transitioned into a pattern of afternoon thunderstorms. The wind, rain and lightning associated with these storms caused trees to topple onto power lines and damaged equipment, resulting in power outages for the members.

The most impactful was a storm front that tracked across the Randolph EMC service area on Monday evening, Aug. 7.

Our leadership and dispatch team tracked the storm as it progressed from the west into central North Carolina. Even without looking at the weather radar, it was easy to spot the front's progress as electric utilities' outage maps lit up with significant power outages.

Our first outage occurred around 5:45 p.m., and things went downhill from there. By 7:30, 8,582, or 26% of Randolph EMC members, were out of power. Some communities were hit harder than others, but the greatest concentration of outages were in southern Randolph County and northern Moore County. This storm left 22 broken poles in its wake because of trees. That's a rather significant amount for us from a storm like this.

The Randolph EMC team did an outstanding job responding to outages in a safe and efficient

manner. By 8 a.m. the next morning, Tuesday, Aug. 8, fewer than 500 members were still out of power and most of those were restored by noon.

As I look back on my 39-year career at Randolph EMC, we are better positioned than ever, not only to reduce the number and duration of outages that occur, but to restore outages faster when they do occur. This progressive improvement is not the result of one silver bullet, but due to long-term planning and focused, deliberate actions in a number of areas.

Your cooperative invests significantly in our transmission and distribution system, making upgrades on a planned and structured basis. These investments are needed not only to serve future load growth, but they are also targeted to improve reliability. There are two foundational areas in particular that contribute to improved reliability. The first is upgrading poles and wire to make them more storm resilient and moving power lines from back in the woods, to alongside highways.

In my early years at the co-op, I heard the story numerous times of how, in the formative days of the co-op when power lines were originally being installed, copper wire was hard to get, especially during World War II. To be as efficient as possible, power lines were constructed from one farm to the next over the shortest distance feasible. In most cases, this meant a straight line right through the woods. When power lines are back in the woods instead of along a road, this creates a number of issues.

Storm clouds form over the Asheboro office on Aug. 7.



For instance, there are a lot more trees that can fall on a line, and dead trees are hard to spot and cut before they fall. Many times, linemen have to walk the right-of-way to find the cause of the outage, and it's difficult to transport equipment where repairs are needed. This results in much of the work being done by hand and by climbing poles.

But we can't throw stones at those early power line pioneers. Reliability at that time was not as important as it is today. In those days, when a member's power went out, some would mail a postcard to the office to let the co-op know to send a crew out to make repairs. It's hard for us to even imagine a time like that.

The second area is a strong right-of-way maintenance program. For many years, Randolph EMC has invested heavily in our system's right-of-way maintenance rotation. By side trimming and maintaining the floor of the right-of-ways, we prevent many outages.

I want to finish up with a success story that occurred this week and that demonstrates how investments in Randolph EMC's distribution system are paying off in measurable and beneficial results for the members.

First, let me refresh your memory about self-healing grids. This technology essentially ties together sections of power lines from two different sources. If a fault occurs in a section of line within the feed, the reclosers can isolate the affected area and back-feed the unaffected portions from the alternate source. This "healed" portion of the distribution grid brings the lights back on for some members who would otherwise be out of power while waiting on repairs.

The impressive thing is, all this happens automatically within about a minute and can significantly reduce the number of members affected by an outage. Because we serve mainly rural areas, we

are limited by geographic and operational considerations. But we currently have four self-healing grid installations operational, with more planned for the future. You can learn more about this on our website at randolphemc.com/SHG

On Monday night, Aug. 28, storms were tracking across our service area. At 11:26 p.m., circuit 44 in the Liberty Hill area of Montgomery County west of Troy, locked out, resulting in 1,116 members being out of power.

Since this circuit is part of our first self-healing grid installation, an alternate source rerouted power at 11:27 p.m., and the lights came back on for 1,108 of the affected members. So within a minute, all but 8 of the 1,116 members served by this circuit experienced only a momentary "blink."

This outage was caused by a tree falling onto a power line that runs through the Uwharrie National Forest. Our crews responded, removed the tree and repaired the downed power lines. Power was restored to the remaining 8 members at 1:42 a.m.

This is a success story because without this self-healing grid installation, instead of 8 members being out of power, 1,108 members would have also been out for 2 hours, 16 minutes. Sometimes a power "blink" is a good thing.

I will keep you posted as your cooperative continues making investments that bring tremendous value to our member-owners. For your board of directors and employee team, the members are the only reason we exist. At the end of the day, we know who we work for.

Cooperatively Yours,



Dale F. Lambert
Chief Executive Officer



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 Isley Secretary-Treasurer

Scott Cole..... Assistant
Secretary-Treasurer

Jerry Bowman Larry Routh

Delbert Cranford Jeff Sugg

Steve Harris

Senior Staff

Dale F. Lambert Chief Executive Officer

Jay Albright..... District Vice President

Dennis Mabe Vice President of
Engineering & Operations

Fred Smith..... Vice President of
Economic Development & Compliance

Nicole Arnold Editor

Visit Randolph EMC Online

RandolphEMC.com

Leadership Randolph Tours REMC

On Aug. 3, Randolph EMC hosted the Leadership Randolph class of 2023 for 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.

Journeyman Lineman and Foreman Rodney Haithcock, Lineman Chris Smith, and Apprentice Linemen Ryan Kivett, Dakota Smith and Kohlton Feagin presented the live-line demonstration in the Operation Support Facility at REMC. Safety and Environmental Coordinator Jeff McDuffie 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 Technicians and System Planning Engineer 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.



Leadership Randolph Class of 2023

Tara Aker
Maria Alaniz
Jessie Benitez
Josh Britton
Jeremiah Callicutt
Margie DiDona
Angela Galvan-Cruz
Perla Gatling
Web Grubb
Randy Gunter
Brittany Jordan
Frankie Kelly
Jeri Ann Kelly
Holly Lucas
Harris Mason
Courtney McGowan
Tyler McLeod
Sandy Newlin
Steven Nunn
Kim Radcliffe
Catherine Reeder
Jeff Rice
Alexis Rowe
Luis Sanchez, Jr.
Christopher Tuft
Jake Wood