



# Watts Working



## Help Keep Winter Energy Costs from Freezing Your Budget

Brr...it's cold! The good news is Randolph EMC offers a number of services to help you manage your energy use and keep Jack Frost from putting a chill on you and your wallet during these cold winter months:

**Randolph EMC Mobile App.** Use the information you use to log on to REMC's Online Member Service Portal to track your energy use from your smart phone to keep heating and energy-related costs in check.

**High-Use Alerts.** You can also sign up for text or email alerts that let you know when your energy use reaches a certain level.

**Prepay and Flexible Payment Options.** Randolph EMC offers prepaid and leveled billing services to help spread out your energy

payments instead of having to pay the high costs that extreme weather brings at one time.

**Energy Efficiency Loans.** If you need a new heat pump or home appliances, Randolph EMC members can apply for a low-interest loan from ElecTel Federal Cooperative Credit Union to help manage their cost. You'll also save money year-round through the increased energy efficiency these products offer!

For more information, visit [RandolphEMC.com](http://RandolphEMC.com).

### INSIDE...

**C** Update Your Contact Information

**D** Join PHP to Help Others

**E** Types of Heat Pumps

**F** Dale Lambert's AWARE Column

**H** Electric Vehicle Incentives



# Put Safety First During Winter Weather

Keep these tips in mind to protect you and your family when winter weather comes your way:

- 1** Place space heaters on solid surfaces at least three feet away from flammable items. Always turn off space heaters before exiting a room or going to sleep.
- 2** Don't leave a fireplace unattended unless embers are extinguished. Use a fire screen to catch rolling logs or sparks.
- 3** Generators should only be used in open and ventilated areas and should never be operated inside a home—including in a basement or garage—due to the risk of carbon monoxide fumes. Never connect generators directly to household wiring without first having a qualified electrician install a transfer switch to prevent backfeeding, which poses a serious threat to line workers.
- 4** If using Sterno or charcoal to cook food, always do so outside in a well-ventilated area. Cooking indoors with Sterno or charcoal will produce deadly carbon-monoxide fumes, which are colorless and odorless.
- 5** Stay away from downed or sagging power lines and don't attempt to remove tree limbs from lines. Never drive over power lines and always assume they are electrified and dangerous. Alert your electric cooperative of any damaged lines immediately.



## Apply for a Scholarship to Attend Basketball Camp for Free this Summer!

Attention middle school basketball players! Randolph EMC is now accepting applications for 2019 Touchstone Energy Sports Camp Scholarships from rising sixth, seventh and eighth graders. Scholarship winners will attend overnight basketball camps at UNC-Chapel Hill and NC State University for free this summer!

To learn more about the program or to download the application, go to [RandolphEMC.com/SportsCamp](http://RandolphEMC.com/SportsCamp).

## Set It & Forget It ...with an Autopayment



Pay by bank draft on your due date with your checking or savings account or choose a date for a recurring payment using a credit or debit card

Save time and money — no more checks or stamps

No mail delays — payment confirmation posts to your account immediately



## Stay Connected: Update Your Contact Information

Having your current phone numbers on file with REMC is the best way to make sure you don't miss out on important communication!

### LOCATION ID

If Randolph EMC doesn't have the correct phone number linked to your location, it becomes much more difficult for you to report an outage. At REMC, we use the phone numbers you provide to link your service address to our outage-management system. This system instantly logs an outage at your service address and helps predict the possible cause of an outage, making it easier for our crews to correct the problem and restore your power.

### NOTIFICATIONS

Keeping the co-op updated with your contact info ensures you'll receive advance notification of any planned outages that will affect your location. It also helps us when there's a question about energy use or

billing. If we can easily reach you, any discrepancies on your account don't have time to become big problems, and they can be taken care of promptly.

### ADD YOUR EMAIL, TOO!

While you're updating your phone numbers, make sure your current email addresses are added to your account to receive notifications and important news in this way, as well!

You can update your info online at [RandolphEMC.com](https://www.randolphemc.com) or give us a quick call at 1-800-672-8212 (Asheboro) or 1-800-868-7014 (Robbins) to have a Member Service Specialist help you.



### Energy Efficiency Tip

Laundry Tip: Dry towels and heavier cottons separately from lighter-weight clothing. You'll spend less time running the dryer for lighter-weight items, which saves energy.

Source: energy.gov



## Join PHP to Make a Change with Your Spare Change



It's only small change—1¢ to 99¢ per month—but when you multiply that by thousands of generous Randolph EMC members who participate in People Helping People, it makes a BIG difference in your local communities.

This program is funded by cooperative members who round up their electric bill to the nearest whole dollar each month. For example, if your bill is \$74.22 it would be rounded up to \$75.00 and that extra 78¢ goes directly into the People Helping People assistance fund.

This unique program provides assistance for Randolph EMC members and community organizations. Some examples of

donations include assistance for victims of house fires and floods, cancer patients, elderly members with overwhelming prescription costs, local food pantries and more. Your contributions can and do make a difference right here at home. If you are not already a member of this great program, sign up today by enrolling on the Online Member Service Portal or calling your local REMC office.

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“I am so grateful for your help...These have been such difficult times for us—the worst I’ve known, personally, and God has provided us with little miracles along the way. Thank you for the work you do.”

— C.S., REMC member  
& PHP donation recipient

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### Ditch the Paper, Save Money & Time! Enroll in Paperless Billing

- Receive a monthly email notification when your bill is ready to be viewed
- Access your account 24/7 from your computer, tablet, or mobile device
- View 22 months of past bills and payment history

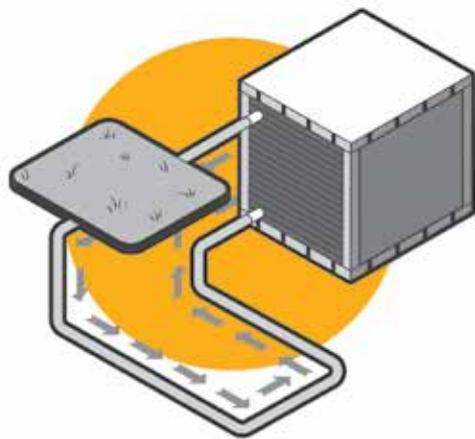
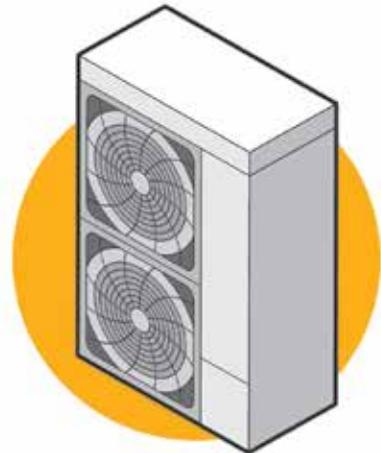
# Types of Heat Pumps

There are three main types of heat pump systems. Use the information below to determine the system that's best suited for your climate and home.

## Air-Source Heat Pumps

- Most commonly used heat pumps
- Moves heat rather than converting it from a fuel like combustion heating systems do
- Can reduce heating costs by about 50 percent when compared to baseboard heaters or electric furnaces
- Newer, more efficient systems now represent a legitimate space heating alternative in colder regions like the Northeast and Midwest.

*Note: If temperatures in your area drop below 10 to 25 F, you will need an auxiliary heating system (depending on the size of the system).*

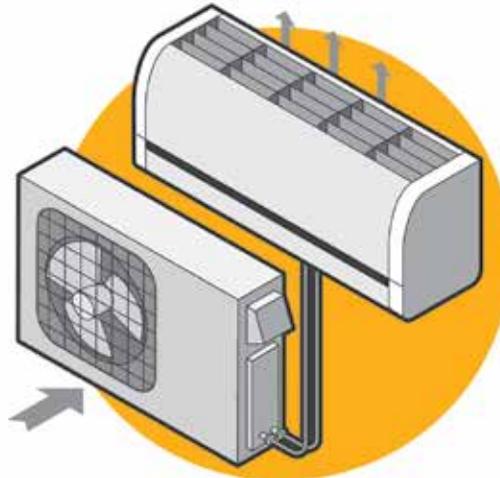


## Geothermal Heat Pumps

- More expensive to install but provide more energy savings for heating and cooling
- Move heat through pipes buried underground
- When compared to a conventional heating system, can reduce energy use by 25 to 50 percent
- Effective in extreme climates
- Not ideal for smaller lots and certain soil conditions

## Ductless Mini-Split Heat Pumps

- Easier to install, quiet, small in size
- Flexible for heating and cooling individual rooms and smaller spaces
- No energy loss through ductwork, which accounts for more than 30 percent of a home's energy use for space heating/cooling.
- Installation can be pricey, but federal incentives may be available



## Need Help Financing a New Heat Pump?

The Energy Efficient Loan Program is available to Randolph EMC members through ElecTel Federal Cooperative Credit Union. Qualified borrowers enjoy:

- Interest rates as low as 4.90%
- Up to 100% financing of the purchase price, including taxes and installation costs
- Repayment terms up to 120 months
- \$35,000 maximum loan limit; \$5,000 maximum for a mobile home

Contact ElecTel at 800-849-5600 or visit [electelccu.org](http://electelccu.org) for more information or to apply today!

# A Word About Randolph Electric

From CEO Dale Lambert

## OVERCOMING WINTER STORM DIEGO

Dear Members,

It was a momentous year in many ways in 2018—for you as members of Randolph EMC, our employee and director team, and for myself personally. When I wrote the December AWARE column, in my mind I was done writing about 2018. But a December snow/ice storm changed that. We'll get to that topic later. I'll get the personal stuff out of the way first.

In early 2018, our first grandchild was born. Now I can fully appreciate and comprehend what many of you have been telling me for years about how great it is. They melt your heart with a smile and when they reach out to be held. They're meant to be spoiled (to a certain point), but one of the benefits I've come to appreciate is, when they get fussy or need a diaper changed, you can just pass them back to mom or dad.

My youngest daughter was married in late December, which means all my kids are married now, so I can check that one off. And the awesome part is, our daughter-in-law and sons-in-law have been great additions to our family, and my wife and I think of them as our own children.

Our family was certainly blessed beyond measure in 2018.

But for Randolph EMC, 2018 will be known for the many storms that hit our service area. I've written previously about the year's major weather events, but here's a quick refresher.

Unlike the unusually mild temperatures the first week of this January, 2018 kicked off with an arctic blast. Temperatures were in the low single digits and our area broke a 36-year-old record with 201 consecutive hours with temperatures below freezing. This resulted in a new record peak demand for our system.

A couple of snow storms hit in January 2018, with one accumulating 8 to 10 inches, which caused scattered power outages.

The summer storms and heavy rain kept our line personnel extremely busy restoring power. There was a 42 percent increase in the number of outages for the summer of 2018 when compared to the summer of 2017. The strong intensity of the storms resulted in heavier damage to the electrical system from broken poles and damaged lines, which

caused a 130 percent increase in outage minutes for the members compared to last summer.



Then, two tropical storms impacted our area. In mid-September, Tropical Storm Florence caused significant damage to the electrical system with days of heavy rain and gusty winds. With Florence's deluge, 46 percent of our members were out of power, some multiple times.

Unlike Florence, Tropical Storm Michael was a fast mover with a high wind band trailing the center of the storm, which caused more damage to our electrical system than Florence's multi-day winds. With Michael, 52 percent of the membership were out of power.

Well, my hopes for a calm conclusion for 2018 were shattered when Winter Storm Diego blew in. Normally if a winter storm gets a name, it's going to be a big deal for somebody.

For the third time in three months, our storm response plan was activated and advance measures were taken in anticipation for another major storm hitting the Randolph EMC system. Additional outside line crews were brought in prior to the storm's arrival and we continued to add crews throughout the storm as they became available.

Frozen precipitation started in the early morning hours on Sunday, December 9. Where you lived in central North Carolina determined how much snow or a mixture of snow/freezing rain/rain you received.

As trees became laden with heavy snow and ice, multiple outages started occurring just after sunrise. Throughout the afternoon, the snowball was tumbling downhill, so to speak, with outage numbers growing by the minute.

The vast majority of members' power was restored the evening of Monday, December 10, with all power restored by mid-morning on Tuesday, December 11th. A total of 12,671 members experienced an outage, which represents 40 percent of our membership.

I want to again thank the Randolph EMC employees and our on-system contractors consisting of Lee Electric, Pike Electric, Branching Out Tree Service, Lewis Tree Service and Xylem Tree Experts for another outstanding job and restoring power safety and quickly to a significant number of members. We are so appreciative, too, of the outside line and tree personnel who traveled from their home utilities to assist us from Lee Electric, Pee Dee EMC, Tideland EMC, Lewis Tree Service and Xylem Tree Experts.

I also want to thank our members for your assistance, encouragement and patience as our storm team worked in difficult conditions. Many of you were out of power during all the storms I mentioned, but you understood the circumstances and made preparations, which made all the difference.

At Randolph EMC, 2018 will certainly be remembered as a year of storms. But upon reflection, I believe the best description for 2018 is, even though major storms hit us, "we weathered the storms together." Thank you for the opportunity to serve you.

Cooperatively Yours,

Dale F. Lambert  
Chief Executive Officer



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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Visit Randolph EMC Online

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





# SPECIAL ELECTRIC VEHICLE SAVINGS

*Exclusively for Randolph EMC Members*



**Low-Interest Financing** for electric vehicles available to REMC members from ElecTel Federal Cooperative Credit Union



**\$3,500 Special Rebate** on a Nissan LEAF® available to Randolph EMC members through 4/1/19, in addition to \$7,500 in Federal EV Tax Credits for qualified owners



Randolph EMC Electric Vehicle Utility Program

**\$500 Rebate** for a Level 2 PEV home charger, plus the option to switch to REMC's **PlugN2Savings** time-of-use rate

**Visit [RandolphEMC.com](http://RandolphEMC.com) for more information!**