



Vol. 64 No. 3  
March 2002

"Owned By  
Those We  
Serve"

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*Hoppy Easter!*

Office closed March 29



# Watts Your Touchstone Energy® Cooperative Working

The monthly newsletter of Randolph Electric Membership Corp.

## High School juniors and seniors ... this contest is for YOU!



*Last year's representatives to the Youth Tour:*

Randolph EMC (REMC) will sponsor one high school junior or senior to attend the "Youth Tour" in Washington, D.C., June 15-21, and one to go to the Cooperative Leadership Camp in White Lake, N.C., June 10-14.

The week-long jaunt to Washington, D.C., attracts more than 1,200 students from across North Carolina and the United States for a fun-filled week of learning and sightseeing. For one lucky student, it is truly "the trip of a lifetime." While in the nation's capital, students will visit memorials, congressmen, congresswomen and the White House. The N.C. Association of Electric Cooperatives (NCAEC) and the National Rural Electric Cooperatives Association (NRECA) coordinate this all-expense-paid trip for any rising junior or senior student.

The Cooperative Leadership Camp brings students from across North

Carolina together for a fun-filled week of activities at White Lake Camp. The Cooperative Council of North Carolina coordinates this all-expense-paid trip.

You can win a trip, but you must enter first! Here are the rules:

- Any rising junior or senior high school student living in a home served by REMC is eligible. Students whose parents/guardians own a business served by REMC are also eligible to enter. REMC employees' and the board of directors' children are not eligible.

- Students must submit an essay, approximately 250 words in length. Winner(s) will be selected from these entries. The essay should be titled: "What I Would Miss Most If We Didn't Have Electricity."
- The Youth Tour to Washington, D.C., dates are June 15-21.
- The Cooperative Leadership Camp dates are June 10-14.

To submit your essay or for more information please contact: Dave Rowe, Randolph EMC, P.O. Box 40, Asheboro, NC 27204 or call 1-800-672-8212

Try it—you'll love the experience!  
Deadline for entries is March 22, 2002.



Your Touchstone Energy® Cooperative



# SWAP SHOP

The **Swap Shop** is a free public service to the members of Randolph EMC. All items for sale must be priced. Please include a membership number as shown on your power bill. Send item descriptions to Carla Bostick, c/o SWAP SHOP, P.O. Box 40, Asheboro, NC 27204. Questions? Contact Carla at 336-625-5177.

Due to publication time restraints, many items have been sold before members receive the issue. Also, REMC reserves the right to edit or carry ads over to the following month if limited by available space. We apologize if this causes any inconvenience to our members.

## FOR SALE

Bred heifers & bulls  
Also bulls for loan.  
1 mobile home and 2 houses  
For rent.

Coastal hay  
Square or round. Call  
910-948-2894 or 910-948-4346.

Ford Mastercraft rough terrain forklift 21 ft. mast, sideshift, diesel, good tires, GC, new starter, new battery, block heater, 5000lb. capacity, \$7200. Call 336-629-0346.

2000 single wide mobile home  
3BR, 2BA, large deck. Call 336-672-5669.

Set of (4) 31X10.50 RVT Radial Wide Climber Tires (w/less than 500 miles) on 15X10 Chrome Bullet-Hole Rims, \$800. Call Brandon at 910-948-3861 (after 7p.m.).

Round 4X5 bales of fescue hay  
\$20. Call 336-879-3257.

Chain link fence, gate post, Top rails etc. approximately 200 ft. Asking \$250 OBO. Call 910-947-3606.

2 David Bradley (2 wheel) garden tractors  
Both in GC. 5HP Briggs motor w/cultivator, turn-

ing plow and planter.  
7HP Briggs motor w/cultivator, turning plow, disc and middle buster, \$495 each. Call 336-625-5612.

Cape Hatteras lighthouse  
Approx. 4' tall w/lights and real brick base (cut from concrete). Tower made w/galvanized steel. \$145. Call and leave message at 336-629-6308.

1530 Case International manure spreader  
85 bushel, PTO driven, like new, always sheltered, \$5000. Call 910-948-2300.

1983 Freedom Mobile Home (remodeled), 3-yr.-old heat pump, new hot water heater, 2BR, 2BA, LGLR, \$7500 OBO. Call 336-381-4008 and leave message.

## FOR RENT

2BR, 2BA mobile home  
Appliances furnished, washer/dryer connections on a quiet wooded lot w/fishing pond.

Absolutely no inside pets, located off of HWY 64 W. \$300 deposit required, \$415 per month. Home available April 1, 2002. Call 919-299-6560.

## WANTED

A barrel type seed cleaner  
Double-screened to clean corn. Call 336-241-2405.

Small generator, 120 amp  
Call 336-461-4082.

Person looking for any job cleaning homes  
Dishwasher etc. Call 857-4350 or write: P.O. Box 3016, Asheboro, NC 27204.

## MISSING

Toy Rat Terrier, female, 1yr. old  
White & brown, docked tail, was wearing blue collar w/2 rabies tags & a gold name tag "Lacy," weighs approx. 5lbs. Last seen on 12-25-01 on Mack Rd. in the Westmoore Community. Reward offered. Please call 336-879-2812 or 910-948-2640.

## RANDOLPH ELECTRIC MEMBERSHIP CORPORATION

P.O. Box 40 • Asheboro, NC 27204-0040

[www.ncemcs.com/emc/randolph](http://www.ncemcs.com/emc/randolph)

**Dale F. Lambert**, Executive Vice President/ General Manager

### PHONE NUMBERS TO CALL FOR ELECTRIC SERVICE

#### Days:

Robbins Area: 8AM to 5PM. . . . (910) 948-3401  
Toll Free. . . . . (800) 868-7014  
Asheboro Area: 8AM to 5PM. . . (336) 625-5177  
Toll Free. . . . . (800) 672-8212

#### For all Power Failures including Nights, Holidays, & Weekends:

Call. . . . . (877) REMC-OFF  
. . . . . (1-877-736-2633)

#### Automated Billing Inquiries System:

Call . . . . . (336) 625-2458  
or toll free. . . . . (877) 534-2319

**Jay Albright**, District Manager

**Fred Cole**, Controller

**Ron Gunnell**, Manager of Engineering

**Darrell Hunter**, Mgr. of Energy Services

**Sonya Husband**, Manager of Office Services

**Jimmy Lanier**, Manager of Operations

**Mac McCarty**, Manager of Information Technology

**Bob Phillips**, Mgr. of Administrative Services

**Dave Rowe**, Mgr. of Member & Public Relations

**Fred Smith**, Key Accounts Manager

**Doyle Stout**, Mgr. of Safety & Transportation

### BOARD OF DIRECTORS

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**Jerry Bowman**, *Assist. Sec. -Treasurer*

**James Andrews**, **Paul Hurley**, **Frank Kennedy**,

**Charles Teague**, **Bobby D. Wright**

### OFFICE HOURS

8:00 AM - 5:00 PM Mon. - Fri.

AN EQUAL OPPORTUNITY EMPLOYER  
M/F/V/H



# SURGE PROTECTION

## Should I or Shouldn't I?

There is a lot of information in the media today about surge protection in your home. The first question you need to answer is: do you need it or not? With the sophistication of electronic equipment in the home today, in many situations surge protection is needed to protect your investment.



### What is a surge?

Voltage surges are short periods of high voltage or spikes of electricity ranging from several hundred to several thousand volts that occur through power lines, telephone lines, TV antennas and cable TV lines. Even when the equipment is turned off, high voltage surges can destroy sensitive electronic equipment and damage major appliance motors. Lower level surges can slowly wear down microprocessors, causing computers and other equipment to fail unexpectedly.

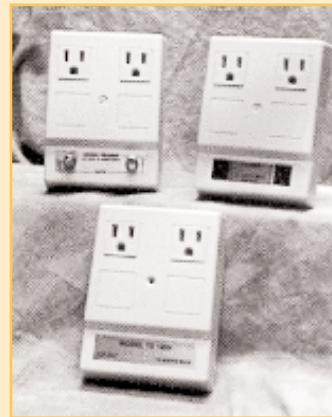
### What causes a surge?

Most people believe that surges are caused by things outside the home. While many are caused by lightning, bad weather, ice, birds, animals, neighbors

using heavy equipment and accidents involving power poles, many surges can also occur from causes inside the home. Faulty wiring, loose connections, poor grounding, operating heating and air conditioning systems, large motors and/or large appliances switching on and off, can all cause variations in the voltage in your home.

### Do you need surge protection?


If you have a computer, you probably realize just how sensitive it is to voltage drops or spikes. An unprotected computer that experiences a surge or increase in voltage can lose not only its data entry if not saved, but might damage that unit beyond repair. Computers are just one of the appliances that need surge protection.



If you decide you need surge protection, Randolph EMC is the place to start. Randolph EMC now offers a variety of packages for surge protection. Listed below are three of the different protection packages offered by REMC.

## REMC Surge Protection Packages

	PURCHASE	LEASE		PURCHASE	LEASE
<b>PACKAGE 1</b> Meterbase/Power Meterbase Unit TS-1200 (2 plug unit)	\$230	\$6.50/mo.	<b>PACKAGE 3</b> Meterbase/Power/Tele/Cable Meterbase Unit TS-1200T (2 plug Unit w/tele.) TS-1200V (2 plug Unit w/video)	\$315	\$7.50/mo.
<b>PACKAGE 2</b> Meterbase/Power (Tele. or Cable) Meterbase Unit TS-1200T (2 plug unit w/telephone) or TS-1200V (2 plug unit w/video)	\$240	\$6.75/mo.			

 For more details, contact Dennis Mabe at Randolph EMC, 1-800-672-8212.

# RANDOLPH EMC IS IN THE BUSINESS OF

# “Cor



*Top: A transformer raises or lowers voltage on an electric distribution line.*

*Above: A close-up of the switch that converts the transformer to the new voltage.*

*Below: This storage rack contains dozens of transformers of all sizes.*



**W**hen our members hear the word “conversion,” their thoughts most likely turn to church beliefs. Randolph EMC (REMC) employees use that term a little differently. In the electric business, conversion also signals a change—a change in the delivery voltage of a circuit.

Throughout the 1,500 square miles of our service territory, REMC members are divided into groups or circuits. These circuits consist of member homes, farms and businesses within the five counties served by the co-op: Randolph, Moore, Montgomery, Chatham and Alamance. Circuits receive their power from one of the 21 substations maintained by REMC. Each substation usually serves four to six circuits. The substation receives its power through a transmission line connected to power plants located, in some cases, very far away.

As our area continues to grow, we continually add new locations and the resulting power use to the existing circuits. Eventually, this growth will reach capacity through the number of homes and the load required to serve them, or through the lines’ extreme distance from the substation. When capacity is reached, REMC must decide between two options.

One choice involves building a new substation and an associated transmission line to connect it to power plants. Once this is in place, portions

of several existing circuits are re-assigned delivery to the new substation. Over the last 20 years, REMC has built three new substations and is currently building a fourth to serve the Love Joy area of Montgomery County. A new substation and its associated transmission line carry a \$1,000,000 minimum price tag. The transmission line alone costs more than \$100,000 per mile to construct. Along with building these four substations, REMC has added more than 30 miles of transmission line to serve them.

Another way to meet the needs of new growth involves converting existing lines to a higher voltage. By increasing normal delivery voltage from 7,200 volts to 14,400 volts, we can meet current needs and anticipated growth for years.

The decision of whether to build a new substation or perform a conversion hinges on many factors. Certainly a major part of the decision centers on money, but REMC must also consider the rights of way needed to construct the associated transmission line required to supply a new substation with energy. For example, the five-mile transmission line from Ether to the new Love Joy station has taken several years just to secure the right of way for the line. As our area becomes more populated, this task will become even more difficult.

Randolph EMC has chosen the option of converting circuits as additional capacity is needed. In REMC’s 10-year, long-range work plan, only one new substation is planned. That future substation will serve the New Hope area.

# Conversions?”

Conversions are not cheap. But they are less expensive when compared with building a new substation. To convert a circuit, the voltage of the existing transformers must be changed. On older circuits, this means physically removing the old transformers and hanging new ones. Considering that a circuit averages 100–1,000 homes, a conversion involves a lot of work. For that reason, over the past several years REMC has installed dual voltage transformers in areas where there is a potential for future conversions. These dual voltage transformers require less work during conversion—there is no need to make physical changes. Depending on whether the service is overhead or underground, a dual voltage transformer costs about \$45-\$90 more than a regular one. However, the extra expense is small compared to the work and dollars saved by avoiding changes during conversion.

Circuit 69, located in the Randleman-Climax area, is a good example of a current circuit conversion. Growth rates of new services to homes, charted over the last seven years, show an average annual increase of more than 5 percent. Interestingly, the electric consumption of a new home does not grow at the same rate as an older one. A new home may use more than twice the electrical power of an older one, sometimes due to the new homes' significantly larger size and resulting need for many new appliances. Also, more lighting, larger heat pumps, larger refrigerators, security systems, entertainment centers, water beds—the list

goes on and it all adds up to a need for extra energy.

REMC projects the conversion of circuit 69 to be completed in Spring 2002. This monumental task includes shutting off the entire circuit, switching more than 500 transformers to the new voltage, and re-energizing the circuit. Given this “to-do” list, it becomes evident that time is a major consideration when converting a circuit—how long will these members go without power?

Safety is another major factor. Imagine communicating and coordinating between 30-40 crews (additional contract crews will be needed) so that all crews understand which transformers to switch. Switching the voltage on the transformers must be done quickly—a difficult task for crews handling as many as 30 different transformer locations. Additional responsibilities include repairing any bad transformers, making sure that all crews finish before the circuit is re-energized, and re-energizing the circuit quickly. And the entire process must adhere to the strictest safety procedures.

Once the switch is made, all members in circuit 69 will be “converted.”

So after all of this effort, how long will it last? An annual growth rate of 5 percent for new homes and their electrical usage will double in 14 years. However, by doubling the voltage of a circuit, from 7,200 volts to 14,400 volts, you gain three to four times more capacity.

A “conversion” at Randolph EMC certainly has a different meaning.

*Right: A substation contains equipment for controlling electricity.*

*Below: Transmission lines carry the electricity from the generating plant to the substation.*





Daughters are part of our electric co-op

 **Randolph EMC**



————— Your Touchstone Energy® Cooperative —————

*The power of human connections*

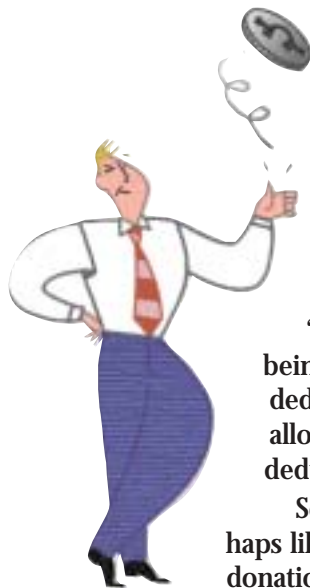


# People Helping People

“People Helping People” is a program that aids people in need. Over 200 members have already volunteered to allow Randolph EMC to round off their monthly electric bills to the next highest dollar. The monies generated from this will be given to REMC families and individuals that are in need of assistance. A Board of Directors, selected from the membership of Randolph EMC, will decide where the monies will go. When you allow



Randolph EMC to round off your electric bill to the next highest dollar, you will be making a contribution of from 1 to 99 cents per month. A member’s yearly donation will range from a low of 12 cents to a high of \$11.88 per year.



“People Helping People” is being set up as a 501 (c)(3) tax deductible foundation which allows your donations to be tax deductible.

Some members would perhaps like to make one single yearly donation. That’s fine.

This program, originally called

Operation Round Up, has been very successful across the nation. Over 50 rural electric cooperatives across the country have started programs like Operation Round Up and People Helping People to help people in need.

Interestingly, 60 years ago Randolph EMC was set up by a group of people that believed in “People Helping People.” All these people wanted to do was share with their neighbors the benefits of electricity. Today, this is just another example of how we can continue as a People Helping People organization. If you would like to volunteer for this program, please call the Randolph EMC offices in Asheboro or Robbins and ask to be a part of People Helping People. You can fill out the attached coupon and mail it or bring it into the office with your next payment.

YES, Now there is a way to help your neighbors!

Clip and Send this form in

## People Helping People

Name \_\_\_\_\_  
*As it appears on your bill*

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone Number \_\_\_\_\_

Signature \_\_\_\_\_

Account Number \_\_\_\_\_

Mail this form in to: Randolph EMC, P. O. Box 40, Asheboro, NC 27204-0040



# A WORD ABOUT Randolph Electric

Dear Members,

This month, I would like to remind you of two programs Randolph EMC offers to its members. Many of our members participate in one or both of these programs and know firsthand the benefits each brings.

## Budget Billing

The Budget Billing Program has been in place at Randolph EMC for several years. It offers a way to equalize your monthly payments for electricity. Many members experience wide variations in the monthly amount of their electric bills. The majority of these variations are driven by higher usage that result from the weather conditions. The bills are highest in the winter and summer months and less in the spring and fall months. In some cases, a monthly bill for a summer or winter month can be twice as high as a fall or spring month.

Taking advantage of the Budget Billing Program will allow you to pay the same amount each month. This is accomplished by reducing the monthly payment amount in the highest usage months and increasing the monthly payment amounts in the lowest usage months. To determine the monthly Budget Billing amount, we review the previous 12 months of electric usage to determine the yearly average. We request that a member have at least a 12-month history so we can determine, as close as possible, the monthly payment. Using the average as a guide, we receive input from the member to determine any recent changes around the home that may affect the average usage. We monitor the charges and payments each month so that if a Budget Billing amount has been estimated too low or too high, we can adjust it after conferring with the member. June is considered the "catch-up month." We examine the past 11 months of payment history. If the member has paid more than the charges due, we will send the member a check for the amount overpaid. If the member has paid less than the charges due, that amount is paid in June to bring the account to a zero balance.

The Budget Billing sign-up period is in the spring. Over the next couple of months we will be reviewing each current Budget Billing account to determine the new amount for the upcoming year. With April 30 as a deadline, we will be adding new accounts for members who wish to take advantage of equal monthly payments. In order for members to sign up for Budget Billing, they must have at least 12 months of history at the current location, the current bill must be paid in full, and they must contact one of the Randolph EMC offices by April 30. I encourage members with wide fluctuations in their monthly usage to take advantage of Budget Billing.

## Bank Draft

Our Bank Draft Program is an automatic way for Randolph EMC members to pay their bills. To take advantage of this program, the member signs an agreement that allows Randolph EMC to draft his or her checking or savings account each month for the amount of the electric bill. A bank draft is a check from the bank that draws the money from their checking or savings account to pay the bill. The difference is that the member does not have to write a check. The draft date is 10 days before the bill due date. The Bank Draft Program has many advantages. (1) The member does not have to write a check. (2) The member does not have to remember to pay the bill. (3) The member still receives a bill each month showing all billing information with the draft date and the amount. (4) The member saves the monies normally paid for postage or having to make a trip to the office.

If you are interested in either the Budget Billing Program or the Bank Draft Program please call the Asheboro or Robbins office for additional details. On the back of your monthly bill is a form to complete for Bank Draft. To sign up, return the completed form along with a voided check. Taking advantage of both of these programs allows you to equalize your monthly electric bills to help you save both time and money. We are all looking for ways to simplify our lives—Bank Draft and Budget Billing do just that!

## Cost of Service Study

We are moving forward with our cost of service study. We are still waiting for the final numbers on our future wholesale power costs from our wholesale power supplier. Once we receive this information, we will be able to complete the study. As I said last month, the REMC board of directors and staff are working to minimize the rate increase as much as possible. A rate increase is something we work hard to avoid. The last time we increased rates to cover the operating costs of Randolph EMC was in 1993. Being as efficient as possible and controlling expenses while providing the best possible service is something we strive for every day.

Cooperatively Yours,

Dale F. Lambert  
Executive Vice President  
and General Manager

