

# watts working

The Monthly Newsletter for Members of Randolph Electric Membership Corporation

## Electric Bills Reflect Weather Patterns

Electric bills vary with the seasons, driven by weather and consumer use patterns. When it's cool outdoors, family members generally want the house warm. When it's warm outside, air conditioners make living areas pleasant.

How much weather affects your electric bills depends on many factors, including your home's original construction materials, insulation, and air leaks. Personal comfort plays a role too, as does the difference between the thermostat setting inside and temperatures outdoors. These can also be the reasons why your neighbor's bill differs from your own.

"When a house stays at 68 degrees Fahrenheit, but the outdoor temperature varies from minus 20 degrees in winter to more than 100 degrees on a muggy summer's day, demand for heating and cooling can be significant," says Paul Caviness, REMC's Energy Use Advisor.

To save money, set your thermostat five degrees closer (higher in summer, lower in winter) to the outdoor temperature—this simple change could result in a savings of 90 watts per hour of electricity—about 197 kilowatt-hours (kWh) in three months. At a national average of 10 cents per kWh, this adjustment keeps an extra \$19.70 in your pocket.

In the meantime, adjust the thermostat. Keep blinds and drapes on the sunny side of your home closed in summer and open in winter. Find mysteriously "hot" or "cold" spots in the house and solve them by installing gasket seals around outlets and weather stripping along doors and windows, replacing old windows, and upgrading insulation. When practical, adjust landscaping to provide shade for your property in summer and sunlight in winter.

Find more ways to save by clicking the **Together We Save** link on [RandolphEMC.com](http://RandolphEMC.com)



**Randolph Electric**  
Membership Corporation

Your Touchstone Energy® Cooperative 

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## Attention, Teachers!

The deadline for submitting a Bright Ideas application is

**Sept. 21**

Randolph Electric offices will be closed **September 3** for Labor Day

# SWAPSHOP

## For Sale

Oak wood for next winter. \$50 per load. 336-824-8445.

Tablesaw, Craftsman 10 inch blade, 1 hp motor, heavy duty, electric, with stand, FC, \$100. 910-572-3092.

1986 Chevy service truck, dually, long bed, GC \$3,000. 910-464-3470.

Jet 3 Hoveround chair, \$600 obo. 336-736-8105.

1983 Cadillac Fleetwood Brougham 140,000 miles, GC, \$2,000. 1991 Class C Ford Motor Home Tioga \$7,000 neg. GE upright freezer 15 cubic ft, nice, \$200. 336-625-4548.

3,000 Red Sex Link pullets (16-18 week old chickens) laying age, brown eggs, vaccinated & debeaked, \$6.50 & up, Liberty area. 336-708-2998.

Horse quality, weed free, organic fescue & coastal bermuda square bales of hay in field at \$2.75 a bale, off trailer \$3.60, in barn \$3.85 & up, delivery available, some goat & cattle quality at reduced price of \$1.65 a bale, Liberty area. 336-317-4105.

Little Wonder Blower, 3 wheel, 9 HP Honda. Like new. \$695. 336-362-3342.

50 lb bag feed wheat \$8.50 per bag. 336-622-2480.

Pictures, black & white, & color, 8" x 10" \$10 or 10"x13" \$25. All bridges & mills of the Uwharrie River including the Pisgah Covered Bridge. 336-629-2533.

## For Rent

Singlewide 2 bedroom 2 bath MH on private lot near Putnam. No inside pets. \$450 per month, \$450 deposit. 910-464-3459.

Members, email Swap Shop items to [General@RandolphEMC.com](mailto:General@RandolphEMC.com)

# Be Wary of Utility Bill-Paying Scam



Randolph Electric Membership Corp. is urging members to be aware of a utility bill-paying scam affecting customers in North Carolina and nationwide. The scam falsely claims households are eligible for utility bill credits through a new federal program. *No such program exists.*

According to the Better Business Bureau, scammers contact consumers door-to-door and through phone calls, fliers, social media and text messages and ask for social security and bank routing numbers. Often, President Obama's name is mentioned. In return, consumers are given a phony bank routing number that will supposedly pay their utility bills. In reality, there is no money, and customers believe they have paid their bills when in fact they have not. Additionally, consumers put themselves at risk for identity theft when they give out personal information.

Members are reminded that Randolph Electric does not contact members to obtain personal identifiable information and to beware of anyone requesting this information. When in doubt of the identity of someone claiming to represent Randolph Electric in person or over the phone, members should call 1-800-672-8212 for verification of identity and need for service.

## Save Time & Money with Our Bank Draft Program

Having your payment automatically drafted from your checking or savings account each month is easy and convenient — no more writing checks, paying postage or forgetting to pay your bill!



Receive a **\$10 bill credit** when you sign up for our bank draft program before **Sept. 30, 2012**.

Choose to receive your bill electronically and get another **\$5 bill credit!**



**No Checks**



**No Postage**



**No Late Fees**

## CONTACT US

### Electric Service:

Asheboro .....(336) 625-5177  
 .....(800) 672-8212  
 Robbins Area: .....(910) 948-3401  
 .....(800) 868-7014

Power Failures: .....(877) REMC-OFF  
 .....(1-877-736-2633)

Bill Payments: .....(877) 534-2319

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 Fred Smith .....Vice President of Member  
 & Public Relations

### Office Hours:

8:00 am – 5:00 pm | Monday–Friday

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Jill Vanness .....Public Relations Coordinator, Editor



## The Value of a Clean Air Filter

It's been a hot summer, and that means your air conditioning system has been working hard to keep you comfortable.

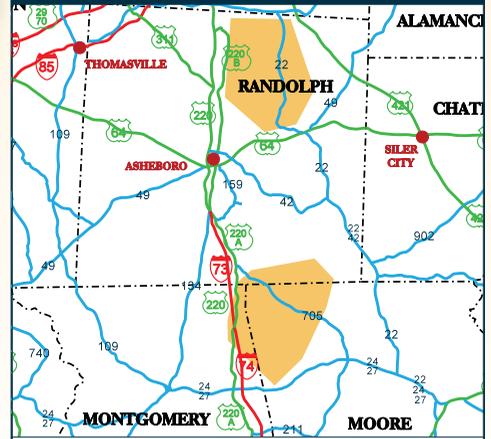
It only takes a couple of minutes to change the air filter in your heating/cooling system. It's simple and easy, and as TogetherWeSave.com has shown, *changing your filter every month can save you up to \$82 a year.*

But that's not all you can save. A dirty air filter makes your system work harder to keep you cool, which wastes energy. Changing your air filter regularly helps to ensure efficient operation and keep your electricity bill in check. What's more, a dirty air filter allows dust and dirt to build up in your system. Changing your air filter regularly can reduce the need for costly maintenance and prevent damage to your system.

And when winter arrives, it's just as important to change your air filter regularly. Your heating system needs to work as efficiently as possible to keep you warm, and a clean air filter helps it do just that.

For more tips on managing your energy, visit [TogetherWeSave.com](http://TogetherWeSave.com)

## SEPTEMBER SMART METER INSTALLATIONS



Crews will be installing smart meters in the highlighted areas during September.

## Did You Know?

If you participate in Budget Billing, take a look at the "Budget Billing Status" line item on your bill to see your actual charges for the month. Keep track of the difference each month, and you'll know how much you can expect to pay or receive in your "true-up" month!

## 3 Tips for Choosing an HVAC Contractor

**Q** How should I choose which HVAC contractor should install & maintain my new system?

**A** With almost 50 percent of your energy bill coming from an HVAC [heating, ventilation, and air conditioning] system, it's very important to have the right person put in and maintain the equipment.

An HVAC contractor determines the type and size of the unit needed, explains your options, and properly installs the unit you select. Consider these tips before making your selection:

- 1** Ask Around. Word of mouth provides a valuable resource, so ask neighbors and friends if they can recommend a good contractor—or if there's someone you should avoid.
- 2** Check on what a prospective contractor guarantees and whether any follow-up services, such as a maintenance agreement, are offered.
- 3** Ask for written estimates of the work. Each estimate should include what is being done, what equipment is being provided, and when installation will begin and be completed.

# a word about Randolph Electric

by Dale Lambert



## Summer Storms Keep Crews Busy

Dear Members,

Thinking back to the extremely dry months we had earlier this year, we are thankful for the rain we received in the month of July. But with the rain came thunderstorms that kept your cooperative personnel extremely busy restoring power.

Compared to historical averages for the month of July, the number of outages this year has been much higher than normal. If your power was out during the month, you already know the impact of the storms, which brought intense lightning and strong wind that downed trees. Let's take a look at how this July stacks up against last year.

In July, 2011, a total of 117 power outages occurred on the Randolph EMC system. For July 2012, the number of outages increased to 256, which was 119 percent higher than the previous year. In July 2011, 10,139 members, or 31 percent of the total accounts Randolph EMC serves, experienced an outage. For July 2012, 14,240 members, representing 44 percent of the membership, experienced an outage. This was an increase of more than 40 percent from 2011.

Due to the intensity and extensive damage caused by these recent storms, the time it took to restore power increased substantially. The total outage time for July 2011, was 9,396 minutes. For July 2012, the total outage time was 33,537 minutes, or 257 percent higher than the previous year.

The reason for the extended outage time is reflected in the primary cause of the outages—trees falling onto power lines because of wind associated with storms. In 2011, there were 30 outages attributed to trees falling onto power lines, but in 2012, the number of outages caused by trees was 115, a 284 percent increase. In most cases, when trees fall onto power lines the wire is broken. In some cases, the weight of the trees breaks poles as well.

Lightning was also a contributing factor to the higher than usual number of outages. In 2011, there were 46 outages, affecting 1,448 members, because of lightning. For 2012, that number increased to 81 outages and affected 2,996 members, an increase of 107 percent over 2011.

This is a lot of information to absorb, but the bottom line is, the weather has caused havoc on the cooperative's electrical system, which has had a direct impact on many

members. But things could have been much worse. We should count our blessings. Even though our members have been affected by outages to a much higher degree than normal, we have been spared from the widespread damage that many others have experienced.

In early July, electric utilities in states north of us had widespread outages caused by a very strong storm front that moved through the region. Some electric utility customers were out of power for more than a week because of these storms. An issue that made the situation even worse was the numerous consecutive 100-degree plus days that followed. Being out of power for this extended period of time is bad enough, but when you also take into account the intense heat without power, air conditioning and refrigeration, you can imagine the extremely difficult situation they were in.

Randolph EMC offered assistance to two sister cooperatives in Virginia in early July due to this storm. Our line personnel assisted Southside Electric Cooperative, headquartered in Crewe, Va., and then traveled to BARC Electric Cooperative, headquartered in Millboro, Va. These electric cooperatives and their members have expressed sincere gratitude for the outstanding job your line personnel did restoring power to their members.

We know if we have a major storm in our area, these cooperatives stand ready to assist us in restoring *your* power. Anytime our crews travel to assist other cooperatives, we are fully reimbursed for all the costs associated with the assistance.

I want to thank our members for their patience and assistance during this very busy storm season. I also want to thank all our employees for their commitment to safety and efficiency while restoring power following these storms. You have an extremely dedicated and capable team of employees. They prove this time after time and I sincerely appreciate their efforts.

One last thought for this article—**never, never, never go near a downed power line.** It's never dead until it's grounded. Stay Safe!

Cooperatively Yours,

Dale F. Lambert, Chief Executive Officer