

Watts Working

'Showing the Love' to Our Member-Owners

Valentine's Day is just around the corner, and at Randolph EMC we love making a positive difference in the lives of our member-owners.

While the co-op's primary goal is to provide safe, reliable and affordable electricity, we take pride in being able to offer you so much more. What follows are just a few ways the co-op is "showing the love" to you, our valued member-owners:

Energy Savings Solutions

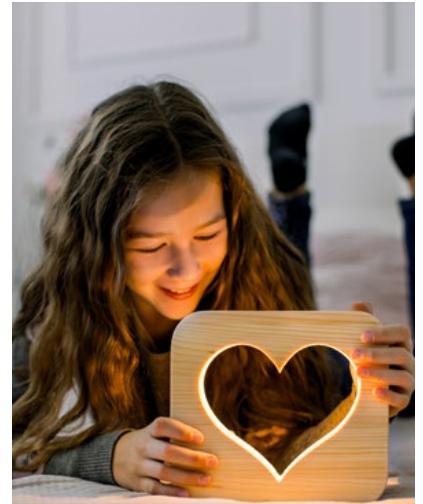
To help you manage your energy use and budget, we provide a variety of valuable programs and services. This includes tools like energy use monitoring and high usage alerts, available free to each member. We also offer the FlexPay program, which makes you more aware of the energy you use by prepaying for electricity. Or, our budget billing program that equalizes your monthly bill payments. Our energy use advisors are also available for free energy audits to help members with high bill concerns or those who want to learn how to make their homes more efficient.

Concern for Community

There are a variety of outreach programs we offer that go above and beyond to serve our community. For example, each year, we provide Bright Ideas education grants to support innovative classroom projects in our local schools. With your contributions, we also support REMC members struggling with financial hardships through our People Helping People program.

Capital Credits

One of the tangible benefits of being a member-owner of this co-op is that revenues above operating costs are returned to you. While investor-owned



utilities return some of their profits to shareholders, Randolph EMC is a not-for-profit business. So, the margins are allocated to the membership in the form of capital credits.

This is just a small sampling of how we "show the love," and we take pride in doing so throughout the year. Rest assured, your co-op remains committed to serving you, strengthening the communities we call home and building a brighter future for everyone.

To learn more about the benefits you have as a member-owner, contact your local office or visit RandolphEMC.com.

B 5 Ways to Stay Cozy This Winter

C Help During a Power Outage

D Give a Smarter Valentine's Day Gift

E Randolph EMC Mobile App

F Dale Lambert's AWARE Column

H Space Heater Safety Tips



5 Ways to Stay Cozy this Winter

Baby, it's cold outside! When you're feeling chilly at home, there are several budget-friendly ways you can keep comfortable without turning up the thermostat. Here are five easy ways to stay cozy this winter:

1 Whether you're experiencing extremely cold winter temps or you simply "run cold," an electric blanket can deliver warmth quicker and better than a regular blanket. Electric blankets can include a variety of features, like timers and dual temperature settings (if your cuddle buddy prefers less heat). This winter consider an electric blanket instead of turning up the heat, and your energy bill will thank you.

2 One of the easiest ways to stay cozy at home is to keep your feet warm. Our feet play a critical role in regulating body temperature, so when your feet are warm, your body automatically feels warmer. Try a pair of comfortable wool socks or house slippers to stay toasty.

3 On winter days when the sun is shining, take advantage and harness natural warmth from sunlight. Open all curtains, drapes and blinds in your home to let the sunshine in—you'll be able to feel the difference.

4 Another way to make your home cozier is to use a humidifier. Cold air doesn't hold water vapor like warm air, so by adding humidity inside your home, you can feel a little warmer. A favorable level of humidity inside your home can also help clear sinuses, soften skin and improve sleep.

5 Beyond adding visual appeal to your home, area rugs can also provide extra insulation and a warm surface for your feet on cold winter days. Use large area rugs in rooms where you spend the most time. You'll enjoy the new colors and textures of the rug, and the additional warmth will help keep your home comfortable.

These are just a few ways you can stay cozy this winter without turning up the thermostat. Don't forget the hot chocolate!



Stay Connected & Informed During a Power Outage with These Convenient Tools



SPOTT Alerts

Use the convenience of text messaging to stay connected during a power outage at your service location. Make sure your mobile number is listed in your account, then text TEXTREMC to 1-877-736-2633 to enroll. After that, text this number to report an outage, request the status of an outage, and be notified when power has been restored.



Outage Map

Outages.RandolphEMC.com

See the number of current outages across REMC's system, along with an estimated number of how many members are affected. The site updates every two minutes to give you the latest information. The outage map is also integrated directly in REMC's mobile app.



Outage Reporting Hotline 1-877-736-2633

Whenever you experience a power outage, you should report it to 1-877-736-2633. This automated system will recognize your location and immediately alert dispatchers of the outage. It will also tell you the status of the outage if it has already been reported. Keep this number handy if a storm is in the forecast!



Web & Social Media

Stay connected with REMC online at RandolphEMC.com and on Facebook & Twitter. We'll post frequent updates and share photos and other emergency information.

RandolphEMC.com

[Facebook.com/RandolphEMC](https://www.facebook.com/RandolphEMC)

[Twitter.com/RandolphEMC](https://twitter.com/RandolphEMC)

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. To become a member of this great program, sign up at RandolphEMC.com/PHP or call your local REMC office.

Give a Smarter Valentine's Day Gift This Year

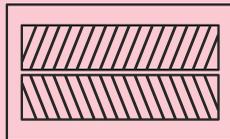
This Valentine's Day skip the grocery store flowers and box of chocolates and instead get that special someone in your life a sweet tech gift to help them save energy and money.

These days, it seems like there is a "smart" version of just about everything! Some smart devices work independently without an internet connection but need to connect to Wi-Fi if you want to control them from your smartphone or other mobile device. Here are a few of high-tech gifts for the home that your sweetheart is sure to love:

Smart vents

You may not pay much attention to your heating and cooling vents, but with the invention of new smart vents you could be singing a different tune. These automatically adjusting vents can redirect airflow out of rooms that are over-conditioned and into rooms that need it.

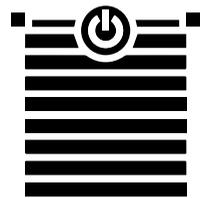
A set of smart vents for your home can be the perfect complement to your smart thermostat and both will have your wallet feeling happy when your monthly energy bill arrives.



Smart blinds

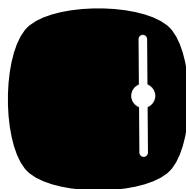
Consider installing smart blinds throughout your home, which have a built-in motor so that they can be raised or lowered with the click of a remote. Or you can take it a step further by setting your smart blinds on a schedule so that they automatically open when the sun rises and close when it sets.

This is particularly helpful during these cold winter months when you want to let light in during the day to help keep your home warm and comfortable.



Smart thermostat

Smart thermostats make it easier than ever to maximize the efficiency of your home's heating and cooling system by learning your behavior and making automatic adjustments.



Smart outlets

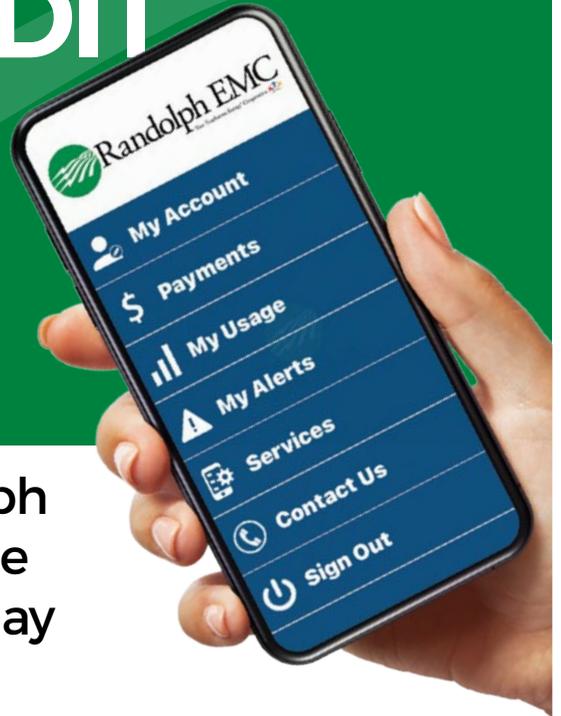
Smart outlets, which plug into traditional electrical outlets, allow you to control whatever you plug into them from an app. For example, you can plug your television into a smart outlet and then plug that into your regular electrical outlet.

Then, using an app on your mobile device, you can turn off the smart outlet so that it's not using any energy. The next time you want to use your TV, all you have to do is turn the smart outlet back on and then turn on your TV as usual.



If you're looking to make efficiency upgrades in your home, check out **Electel Federal Cooperative Credit Union's Energy Efficient Loan** to help finance them!

YOU COULD WIN A \$50 BILL CREDIT JUST BY PAYING WITH OUR MOBILE APP!



- 1 ➤ Download the Randolph EMC Mobile App on the App Store or Google Play
- 2 ➤ Log in & pay your bill through the app
- 3 ➤ You're entered to win!



Learn more about the app at RandolphEMC.com/MobileApp



NC GREENPOWER'S SOLAR + SCHOOLS PROGRAM

NC GreenPower is accepting applications for the 2021 Solar+ Schools program through February 28, 2021. Any North Carolina K-12 school may apply for a grant of up to \$27,000 toward installation costs. In addition, awardees receive nearly \$14,000 in related benefits, such as donated SunPower solar modules, a STEM curriculum and teacher training. Learn more about this opportunity at NCGreenPower.org/Solar-Schools.

A Word About Randolph Electric

From CEO Dale Lambert

MAKING THE ELECTRICITY YOU USE DO MORE

Dear Members,

The dead of winter brings colder temperatures, resulting in higher energy bills. Even though we are in the business of selling energy and meeting your electricity needs, we do not want you to waste money and pay more than you should. Taking time to do some of the little things correctly can add up to big savings on your electric bill and leave extra money in your pocket.

Energy efficiency remains a key part of our efforts to keep your power costs down. Best of all, energy efficiency—simply making the electricity you use do more—saves you money.

I encourage you to visit the *Manage My Energy* section of the RandolphEMC.com website. There are several online tools available to suggest simple energy-saving ideas you can implement in your home to help reduce your energy use, and we're happy to provide paper copies of this information for anyone who requests them.

We also have energy use advisors on staff to assist you with operating your homes and businesses as efficiently as possible. They have performed hundreds of energy audits over the years. Here are a few of the major issues they typically find that result in inefficient electricity use:

PROBLEM: *Low refrigerant in the heat pump or air conditioner.*

This causes the system to revert to auxiliary heat (strip heat) which uses up to 3 times the energy of the heat pump.

SOLUTION: Have a qualified HVAC (Heating Ventilation & Air Conditioning) technician check the heat pump/air conditioner for leaks and charge with the proper amount of refrigerant.

PROBLEM: *Heat pump thermostat is set on Emergency Heat or E Heat (strip heat).*

This bypasses the heat pump completely and heating is provided solely by the strip heat. Some folks mistake the "E" in this setting for "efficient" heating, when in fact, it's the most inefficient setting your system has!

SOLUTION: Change the mode on the thermostat from E Heat to Heat.

PROBLEM: *Thermostat set too high in winter or too low in summer.*

This causes the heat pump, furnace or air-conditioning unit to run for longer periods and use more energy.

SOLUTION: The department of energy recommends a setting of 68 degrees for winter and

78 degrees in the summer. Also, have an HVAC technician check the thermostat for proper calibration.

PROBLEM: *Leaky or loose ductwork.*

This causes the heat pump, furnace or air-conditioning unit to run longer because heated or cooled air enters unconditioned spaces like your crawlspace or attic. You would be surprised how often we find this issue.

SOLUTION: Have an HVAC technician check for leaky or loose ductwork and make the necessary repairs.

PROBLEM: *Water heater/water heater pipe leaking.*

This will cause the water heater element(s) to energize for longer periods of time, trying to heat the incoming water that will replace what is leaking out.

SOLUTION: Check regularly for leaks. If a leak is found, have an experienced handyman or licensed plumber fix the leak or replace the water heater if needed.

PROBLEM: *Well pump running continuously.*

This can happen because of an issue with the pump or because of a burst water pipe from inside



the well, in the line to your home or underneath the home. If this occurs on the hot water side, the water heater can energize in addition to the well pump running, increasing your costs even more.

SOLUTION: Have an experienced handyman or licensed plumber fix the leak.

PROBLEM: *Electric space heater use.*

These heaters use resistance heat which can consume a lot of energy and are costly to operate.

SOLUTION: If this type of heater is used, only use one and move it to the room you are going to occupy (otherwise known as zone heating). Be sure to follow all the safety recommendations, including placing the heater at least three feet away from any combustible materials.

Our Mobile App and Online Member Service Portal provide you full access to your account with many convenient energy management tools at your fingertips. The Energy Usage Monitoring tool charts your electricity use each day, and even

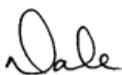
allows you to drill down to how much electricity is used each hour.

Furthermore, you can set up a High Usage Alert to be notified when your energy usage goes above a specified amount. This can be very valuable in helping you identify an appliance malfunction, potentially saving you hundreds of dollars in wasted energy.

Finding ways to help you save energy dollars is important to us. Valuable tools like *Manage My Energy* on the RandolphEMC.com website, usage monitoring and alerts and energy audits are just a few of the ways we at Randolph EMC are looking out for you.

To learn about other ways to make your home more energy efficient or schedule a free home energy audit, visit RandolphEMC.com or call your local office.

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

Board of Directors

- Jerry Bowman President
- Tammie Phillips Vice President
- Billy Maness Secretary-Treasurer
- Lee Isley Assistant Secretary-Treasurer
- Scott Cole
- Larry Routh
- Delbert Cranford
- Sue Spencer
- Steve Harris

Senior Staff

- Dale F. Lambert Chief Executive Officer
- Jay Albright District Vice President
- Adam Hargett Vice President of Finance
- Dennis Mabe Vice President of Engineering & Operations
- Fred Smith Vice President of Economic Development & Compliance
- Jill Vanness Editor

Visit Randolph EMC Online
RandolphEMC.com



Space Heater Safety Tips

Space heaters are a great way to warm specific rooms in your home without having to crank up the thermostat, but using space heaters doesn't come without risk! Use the tips below to keep your home safe.

DO: Plug your space heater directly into the wall outlet.

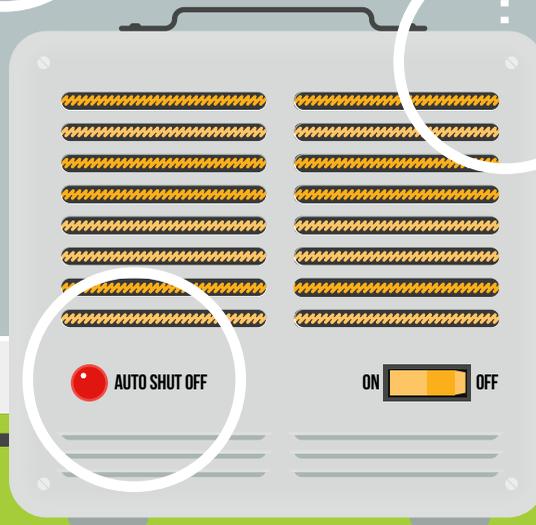


DO: Keep your space heater in low-moisture rooms.

DO: Keep your space heater at a safe distance (at least 3 feet) from kids, pets and flammable items.



DO: Buy a unit with an automatic shutoff in case the unit tips over, or you forget to shut it off.



DO: Always follow the directions and take a broken space heater to a qualified appliance service center.



DON'T: Leave your space heater unattended. Always unplug it before you leave the house or go to bed.



DON'T: Use an extension cord to plug in your space heater. It can cause the heater to overheat, and can be a tripping hazard.

DON'T: Place your space heater near curtains, clothing, furniture or bedding.



DON'T: Try to repair a broken space heater yourself.



DON'T: Put your space heater in your bathroom. The moisture can damage the unit, which could cause it to malfunction.

