

MAY 2025

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Powering Your Life



Chris Smith and Ethan Hurley provide critical teamwork on the job.

A newsletter for the member-owners of



Randolph Electric
Membership Corporation



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

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Visit Randolph EMC Online

RandolphEMC.com

May is national electrical safety month.

In this issue of *Watts Working*, you will find tips to keep you safe around power poles. We also provide insight into our advocacy efforts. And do not miss your special invitation below to our Annual Meeting.

Come to the **87th Annual Meeting**

Friday, June 20, 2025

Southwestern Randolph High School

Enjoy live music.

Win prizes or bill credits.

Learn the results of our Director elections.

Registration begins at 5 p.m.

Business Meeting at 6:30 p.m.



A Word About Randolph Electric

From CEO Dennis Mabe

The Value of Electricity: Understanding Our Retail Rate Adjustment

Dear Members,

Electricity remains one of the best values in our daily lives, even as costs rise across all industries. Consider the cost of everyday items—groceries, fuel and household goods have all seen significant price hikes over the last few years. Despite these increases, electricity remains a bargain given its essential role in our homes and businesses. For less than \$6.00 per day, the average residential member can power their heating and cooling systems, refrigeration, lighting and technology that keep life running smoothly.

While a rate increase is never ideal, it is necessary to ensure that we continue delivering safe, reliable power to our members. The primary driver of our retail rate adjustment is the rising cost of wholesale power. We purchase electricity in bulk to distribute to our members, and those costs have surged due to increased fuel prices, regulatory changes and supply chain constraints. Additionally, the costs of materials and equipment required to maintain and expand our system have skyrocketed.

For example, three years ago, a new line truck for installing poles would cost around \$285,000. Today, that same truck costs between \$350,000-\$400,000. Similarly, a substation transformer we bought five years ago for \$435,520 now costs \$1.3 million—with a 30-month delivery time. These rising costs make it more expensive to maintain and upgrade the infrastructure that ensures your power stays reliable.

Your Board of Directors has taken a strategic and measured approach to managing these financial challenges. In 2024, they made the difficult decision not to issue a general refund of capital credits. This decision was not taken lightly but was required to balance rates, reliability investments and financial sustainability. By holding capital credits and managing costs, the cooperative has been able to delay and minimize the overall impact of the rate adjustment on members.

As I mentioned in my February article, we conducted a comprehensive Cost of Service and Rate Study by an independent rate consultant, Booth and Associates. This study evaluated the cooperative's expenses, wholesale power cost projections and financial sustainability to ensure rates remain fair and equitable while maintaining our mission of providing reliable service. As a

Comparison of Old vs. New Rate for Residential Member Using 1,000 kWh		
	OLD RATE	NEW RATE
GRID ACCESS CHARGE	\$35.00	\$37.50
MONTHLY RATE	\$0.1165	\$0.1269
AVERAGE kWh USAGE	1,000	1,000
WPCA CHARGE PER 1,000 kWh	\$9.00	\$0.00
MONTHLY TOTAL BILL	\$160.46	\$164.36

*Bill total shown here is for illustration only and does not include taxes or other line-item charges that may appear on bills.

result of this study, the Randolph EMC Board of Directors has approved a rate adjustment effective May 1, 2025, for all rate classes.

The overall increase in revenue required is 8.54% over our current base rates. However, this doesn't mean that each residential bill will go up 8.54%. It reflects the increases in material and wholesale power costs that have outpaced our retail rates. If you compare the current base rate and the Wholesale Power Cost Adjustment (WPCA) factor, our residential members, on average, will see only a 2.43% increase over last month's bill.

As a cooperative, we remain committed to keeping rates as affordable as possible while maintaining the high level of service our members expect. Even with this adjustment, electricity remains one of the most cost-effective and essential services in your home. We appreciate your understanding and support as we navigate these challenges together. As always, we will continue to prioritize our rates to reflect what is in the best interest of our members.

**Cooperatively
yours,
Dennis Mabe,
CEO**



Ask Your Energy Advisors



In this edition of “Ask Your Energy Advisors,” Brooke and Doug give real-life examples of one of REMC’s most valuable programs: Energy Usage Alerts. In each situation, they change the names of the REMC member-owners, so you can focus on the problem and the solution.

Remember that REMC members can always call Brooke and Doug to perform a free home energy analysis. They will evaluate the energy efficiency of your home and help you understand the ways you use energy. Call 1-800-672-8212 to schedule an analysis.

ENERGY USAGE ALERTS

Dear Brooke and Doug,

My neighbor told me about a program that REMC offers called Energy Usage Alerts. He says he has received text messages that tell him when his home is consuming an unusual amount of energy. That sounds good, but I already receive so many texts, so I’m not excited about signing up for more texts.

However, if the program saves me money, I should do it. Can you provide some examples of what these alerts are and how they work?

Wondering in Westmoore

Dear Wondering,

Thank you for asking about this program. You are correct —the alerts can save you money on your bill. They help you identify potential problems like an appliance with increased usage, devices that may be using power even when turned off and faulty equipment that consumes excessive energy. They can also help identify if you are using energy at peak times without realizing it.

Sometimes members get the alerts and then call us to their homes to try to get to the bottom of the mysterious and sudden increased energy usage. While we

can’t necessarily fix the problem for them, we can help to identify the culprit so the members can take the appropriate action.

At the top of the next page, we have provided three examples of what we have seen while on the job. We have changed the names of the members to keep the stories anonymous. We hope this helps you understand the Energy Usage Alerts program more!

Sincerely,

Brooke McNeill,
Energy Services Manager

Doug Loflin,
Energy Efficiency Specialist

EV Charging All Your Money Away

Bob called REMC because he started receiving high Energy Usage Alerts. Doug asked him if he had recently bought any new appliance that consumed energy, and he said he had just that week bought a new EV for the first time. He had installed a home charger and began charging as soon as he returned home from work, around 5:30 p.m. This time corresponded to the time on his account when energy consumption spiked.

Doug helped Bob realize that if he stopped charging his EV during peak times and instead programmed his car to charge from 10:00 p.m. to 5:00 a.m., his bill would not be as high. Charging an EV at home by taking advantage of REMC's off-peak rates is the best way to prevent your electric bill from getting out of control. Bob solved his problem by adjusting his habits.

Hot Tub Hiccup

Brooke received a call from Helen who, like Bob, did not know why she was receiving high Energy Usage Alerts. Much like Bob, in our earlier story, Helen had recently bought a new piece of equipment: in this case, a hot tub. Brooke told Helen that hot tubs, which use electricity to heat the pool water, can significantly increase power bills, but Helen was not inclined to believe this.

Brooke asked Helen to turn off her hot tub for one day to test this theory. Helen did, and did not receive a high use notification that day. Brooke advised Helen not to keep her tub on all the time if she wasn't planning to use it frequently.

She also encouraged Helen to examine her daily energy usage in her online account. This will help Helen pinpoint exactly when higher consumption begins and ends.

Cool Connections

Brooke and Doug went to Carla's house after she received a week of high usage alerts. At first glance, everything inside Carla's doublewide seemed good, until Doug put his hand in front of a vent on one side of the house. Brooke and Doug then realized that vents on one side of the house had forced cool air, while vents on the other side of the house had no air flow.

Brooke and Doug then went under Carla's house into the crawl space and discovered what they had suspected would be the culprit. Under her house, her crossover duct was disconnected. This meant that Carla's air conditioner was forcing air into the crawl space under the house instead of adequately cooling her home. Connecting the duct solved Carla's problem.

Remember

- Usage Alerts prompt you to solve the problem before your bill gets out of hand.
- As a free service to members, Brooke and Doug will provide an analysis to help diagnose your problem.
- Brooke and Doug cannot necessarily fix the problem for you, but they will advise you so you can seek repairs with the appropriate technician.
- Malfunctioning water heaters, heat pumps, space heaters and auxiliary heat are common causes of high bills. Early identification through energy analysis can save you money.
- Brooke and Doug can help you analyze down to the hour so you can adjust your habits.
- Knowing your daily average energy usage will help you save. In your online account and the REMC app, you see the past 30 days, 90 days and custom time periods.
- Call Brooke and Doug with questions about your energy usage, and they will help you!



**REMC offices will be
closed Monday,
May 26, in observance
of Memorial Day.**

REMC Advocates for Members at Rally in Raleigh

Earlier this spring, more than 160 representatives from North Carolina's electric cooperatives convened in Raleigh to meet with their legislators and discuss policy issues important to electric co-ops, their members and their communities. At the General Assembly, state senators and representatives participated in the event.

"Our members need affordable, reliable power—that's what they expect from their cooperative," said Dennis Mabe, CEO of Randolph Electric Membership Corporation. "This expectation is exactly why North Carolina's electric co-ops hold events like our Rally in Raleigh. Cooperatives work with legislators to prioritize rational public policy that protects our members and keeps the lights on with always-available resources."

"As part of the Rally in Raleigh, co-op leaders share updates from their co-ops and advocate for policies that protect their ability to provide reliable and affordable power to their members," said Paul Mott, manager of government affairs for North Carolina's Electric Cooperatives. "These conversations help legislators understand the impacts of current legislation on their constituents."

As North Carolina's energy needs continue to grow, electric cooperatives are focused on solutions that ensure long-term reliability and affordability for members, including dispatchable generation such as natural gas and new nuclear resources.

"It's our responsibility to educate our legislators



Randolph Electric Board of Directors and staffers are joined by Piedmont Electric while meeting with North Carolina Senator Amy Galey from Alamance County. From left: REMC Directors Lee Isley, Tammie Phillips, Larry Routh, CEO Dennis Mabe, Director Scott Cole, Sen. Amy Galey, VP of Economic Development and Compliance Fred Smith, Executive Assistant Morgan Whatley, Brandon Reed from PEMC and REMC VP of Member Services and Public Relations Michael Trent.

about escalating energy demands and challenging cost pressures," said Mabe.

"We hear from state senators and representatives often that they rely on electric co-op leaders as a means of staying in touch with issues affecting rural communities," said Mott. "We take that role seriously, and opportunities like the Rally in Raleigh demonstrate the strength of the cooperative network and our commitment to rural North Carolina."

“Randolph Electric is proud to participate in these important discussions with our legislators for the benefit of our member-owners,” said Dennis Mabe, CEO of Randolph Electric Membership Corporation.

North Carolina Senator Tom McInnis from Moore County (L) speaks with cooperative representatives.



Congratulations, McKenzie Collins

North Moore Student will represent REMC at 2025 Youth Tour

Each summer Randolph EMC joins other cooperatives around the nation to choose 1,600 of our nation's brightest students to participate in the annual Youth Tour. From June 15-21, these student representatives will converge on Washington, D.C., to learn about American history, meet their members of Congress and explore the electric cooperative business model.

This year Randolph EMC awarded the honor to McKenzie Collins, a junior at North Moore High School.

McKenzie continuously places on the Distinguished Honor Roll at her school and serves as a student government representative. She is also involved in the Beta Club and marching band. Additionally, McKenzie is a competitive swimmer and has earned all-conference honors multiple years.

McKenzie's dream is to help her community by becoming a youth pastor as well as achieving her certification as an actuary.

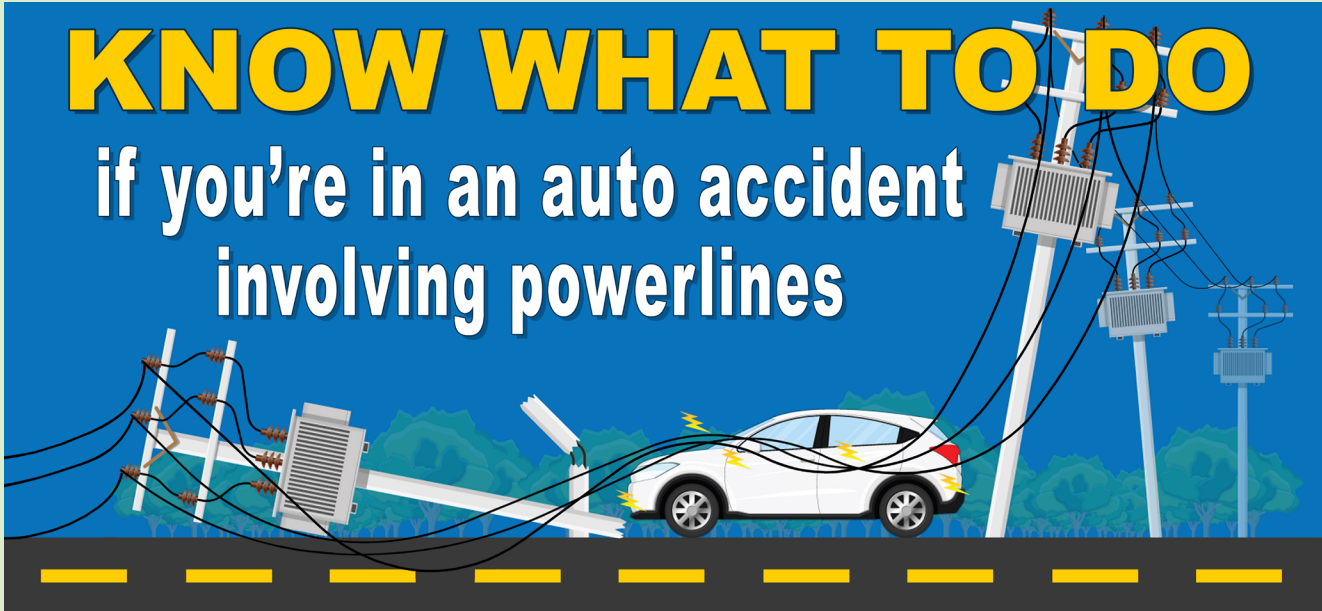
We are proud to present McKenzie to you as our 2025 Youth Tourist.



McKenzie Collins (L) poses with Communications Manager Nicole Arnold upon winning the 2025 Youth Tour scholarship.

KNOW WHAT TO DO

if you're in an auto accident
involving powerlines



If a car you are in hits a utility pole, your vehicle and the surrounding area can become energized. Even if you do not touch lines or equipment, you can be killed or seriously injured.

1



Do **NOT** leave the car, and warn others to stay away.

2



CALL 911 to have the utility notified.

3



WAIT until a professional has told you it's safe. The **ONLY** reason to exit the vehicle is **IF IT'S ON FIRE**.

4



IF THE CAR IS ON FIRE, Jump clear of the vehicle **WITH FEET TOGETHER**, and **WITHOUT TOUCHING THE CAR AND GROUND AT THE SAME TIME**.

5



Continue to **HOP AWAY** with your **FEET TOGETHER** as far as you can.



Randolph Electric
Membership Corporation