

Watts Working

Defining a Brighter Future

For our members and the community

As we begin this new year, Randolph EMC is building a brighter future for our members and the community we all share—a brighter future that continues our commitment to delivering reliable electricity at the lowest possible cost while also advancing responsible sustainability goals.



Along with the rest of North Carolina’s electric cooperative network, last July we announced our new Brighter Future vision, a long-term roadmap for providing sustainable, affordable energy; reliability and innovation; and continued local community support to enrich the people and communities we serve.

Our vision centers on achieving two voluntary sustainability goals: a 50 percent reduction in carbon emissions from 2005 levels by 2030, and net-zero carbon emissions by 2050. To reach these goals, we will continue to rely on emissions-free nuclear and natural gas fuels and will incorporate more renewable energy resources with battery storage.

Both our carbon reduction goals also rely on the advanced coordination of resources across the electric grid, as well as innovative solutions and technologies to make the grid as flexible and efficient as possible. In addition, we will strive to electrify devices and processes as an alternative to using fossil fuels, and we will harness electricity in new and exciting ways. For more details about how Randolph EMC and the other North Carolina cooperatives are working to meet these goals, read Dale Lambert’s AWARE column on page F of this month’s newsletter.

As a locally based cooperative, Randolph EMC remains committed not only to powering, but also to

empowering our communities. That’s why our Brighter Future vision extends far beyond delivering reliable, affordable, sustainable electricity to include community support efforts like education initiatives and economic development activities that truly demonstrate the cooperative difference. Our structure affords us unique opportunities to make local investments and engage with local people, businesses, and community leaders to work together to meet changing needs. The brightest part of our future will always be our members, like you. We look forward to continuing to serve you and to building a brighter future, now and in the years to come.

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Randolph EMC Awards \$12,000 to Local Schools for 'Bright Ideas'

Randolph EMC recently honored educators and celebrated innovation by awarding \$12,000 in Bright Ideas education grants to nine local educators.

"We at Randolph EMC commend these educators on their efforts to enlighten and aid their students during an especially difficult year," said Nicole Arnold, Communications and Public Affairs Manager. "We are thrilled to provide their creative projects with funding and recognition at a crucial time for education."

Bright Ideas grants, sponsored by REMC and North Carolina's electric cooperatives, are available to Tar Heel teachers for innovative, hands-on, classroom projects that would not otherwise be funded. Since 1994 North Carolina's electric cooperatives collectively have awarded more than \$12.9 million in Bright Ideas funding for nearly 12,359 projects supporting teachers and benefitting more than 2.5 million students.

The 2020 grants were awarded to the following educators and schools:

- ▶ **Lance Barber** of West End Elementary won \$720 for his project, STEP UP!
- ▶ **Joy Sudduth** of East Middle School won \$1,080 for her project, EC Technology.
- ▶ **Lane Prince** of Page Street Elementary won \$1,000 for her project, Building Relationships and Culture through Learning.
- ▶ **Julie Brown** of North Moore High won \$1,900 for her project, School-based Enterprise.
- ▶ **Jennifer Samulski** and Kathryn Gillispie of Randleman Elementary won \$650 for their project, Sensory Tiger Trails.

From **Uwharrie Charter Academy**, four teachers secured funding for their projects. They include:

- ▶ **Chrissy Neelon** won \$1,950 for her project, Laser in the Future;
- ▶ **Suzanne Bryant** won \$800 for the Unity in Community Book Challenge;
- ▶ **Elizabeth Farmer** won \$2,000 for MudWatts in the Classroom; and
- ▶ **Carol Munro** won \$1,900 for Rocketbooks for Engagement.



Top: Julie Brown of North Moore High School in Robbins.

Above: Lane Prince of Page Street Elementary poses with Instructional Facilitator, Rachel Leonard.

Bright Ideas grant applications are collected each year through mid-September, and winning proposals are selected in a competitive evaluation process by a panel of local educators. The application process will reopen for interested teachers in April 2021. More information is available about the Bright Ideas grant program on RandolphEMC.com.



North Carolina Youth Tour

A leadership opportunity like no other!

High school students, apply to be recognized as an outstanding scholar, representing your co-op and your school!

- 1** Learn about the federal government and how it impacts your life.
- 2** Come together with exceptional, smart young leaders from around the country in a virtual format to enrich your knowledge.
- 3** Apply for several college scholarships.
- 4** Be recognized and honored for your academic and community achievements.
- 5** Build your resume. Youth Tour looks great on college applications.

Apply by January 15, 2021, at
RandolphEMC.com/YouthTour



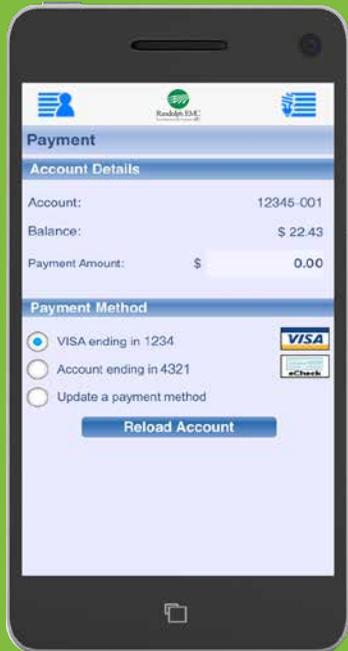
BENEFITS OF TREE TRIMMING

Clearing trees and overgrown vegetation is vital to provide safe, reliable power to our member-owners.

We clear certain areas in our service territory, known as rights of way, to:

- Keep power lines clear of tree limbs
- Restore power outages more quickly
- Keep crews and members of our community safe
- Reduce unexpected costs for repairs

Randolph EMC uses contract crews to clear rights of way. You may see debris from trimming for a few days before crews return to clean up.



LET'S CONNECT.

When we say that we live in a “connected” world, most of us think about technology, like our smart phones and other devices and gadgets. But when you’re a member of an electric co-op (that’s you!), there’s so much more to being part of our connected co-op community.

We depend on you because you power our success, and when Randolph EMC does well, the community thrives because we’re all connected.

We greatly value our connection to you, the members we serve. As we start a brand-new year, here are five ways to help you maximize the value you can get from Randolph EMC through a variety of programs, products and services that we offer our members.

- 1 Help power good in our local community through initiatives like People Helping People, food and toy drives and other initiatives that help the most vulnerable in our community.
- 2 Save money on your energy bill through our free energy audits and high usage alerts. When you download the Randolph EMC Mobile App, you can monitor and manage your home energy use, pay your bill online and access a menu of additional options for potential savings and more.
- 3 Follow Randolph EMC on social media to stay up to date on power restoration efforts, co-op director elections, special programs, giveaways and more. You’ll also get valuable safety info, see photos of our line crews in action and other exciting co-op news.
- 4 Sign up for SPOTT Alerts to receive notices on outage and restoration information—including notifications to alert you when there is an outage at your location!
- 5 Keep contact information current to ensure that we can provide the highest level of service that you expect and deserve. This can even speed up the power restoration process during an outage by matching your phone number with your account location. Accurate information helps our outage-management system predict the location and the possible cause of an outage, making it easier for Randolph EMC crews to correct the problem.

We hope you will connect with us whenever and wherever you can — whether that means attending our annual meeting, providing feedback on a recent visit or call with our employees, or simply downloading our app.

Randolph EMC exists to serve our members, and when we’re better connected to you and our local community, we’re better prepared to answer the call.

We look forward to connecting with you!

To update your contact information or to learn more about co-op products and services that can help you save, visit RandolphEMC.com/UpdateInfo, call or stop by your local office.

STAY CONNECTED

with our Mobile App

- ▶ Make a payment straight from your Apple or Android mobile device
- ▶ Access your usage, billing and payment history
- ▶ View our outage map, contact information and social media sites

Search for “Randolph EMC” in the App Store or Google Play. Sign in with the credentials you created on the Online Member Service Portal.

Do You Qualify for Utility Bill Assistance this Winter?

The Low Income Energy Assistance Program is available for eligible households

This year has brought many financial challenges for members. If you are having difficulties making ends meet this winter, please reach out to your local Department of Social Services (DSS) and ask if you are eligible for LIEAP, the Low Income Energy Assistance Program. This federal aid helps eligible members defray the cost of their winter utility bills.

From January 1 through March 31, households may apply for assistance, until funds are exhausted.

To be eligible for the LIEAP program, a household must:

- ▶ Have at least one U.S. citizen or noncitizen who meets the eligibility criteria;
- ▶ Have income equal to or less than 130% of the federal poverty limit;
- ▶ Have resources, such as saving and checking accounts and cash on hand, at or below \$2,250;
- ▶ Be responsible for their heating cost.

To inquire about your eligibility, please call the DSS in your county at the phone numbers below.

- ▶ Randolph County: (336) 683-8000
- ▶ Chatham County: (919) 542-2759
- ▶ Moore County: (910) 947-2436
- ▶ Montgomery County: (910) 576-6531
- ▶ Alamance County: (336) 570-6532

If you need further assistance with your bill, please call one of our Member Service Specialists at your local office to discuss your concerns.

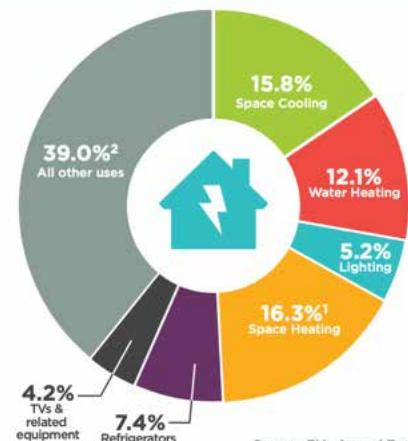


2021 Holiday Closings Schedule

New Year's Day January 1	Labor Day September 6
Good Friday April 2	Veterans Day November 11
Memorial Day May 31	Thanksgiving November 25 & 26
Independence Day July 5	Christmas December 24 & 27
New Year's Day December 31, 2021	

How Americans Use Electricity

The latest data from the U.S. Energy Information Administration shows the combined use of clothes washers and dryers, computers, dishwashers, small appliances and other electrical equipment (noted as "all other uses" below) accounts for nearly 40% of electricity consumption in American homes.



Source: EIA, Annual Energy Outlook 2020
¹Includes consumption for heat and operating furnace fans and boiler pumps.
²Includes miscellaneous appliances, clothes washers and dryers, computers and related equipment, stoves, dishwashers, heating elements, and motors.



Randolph EMC offices will be closed
Friday, January 1, 2021.

A Word About Randolph Electric

From CEO Dale Lambert

ON OUR WAY TO A BRIGHTER FUTURE

Dear Members,

This month, I wanted to pick up where we left off in December by reviewing some of the activities that occurred and improvements that were implemented by your cooperative in 2020. Since we are just kicking off a new year, we will also look into the future as 2021 gets underway.

For more than 16 years, Randolph EMC has asked our members how we are serving you and if we are meeting your expectations. Our member satisfaction surveys are performed twice a year and I am so appreciative for members who provide us feedback and suggestions. We want to hear directly from you on how you are being served and how we can improve.

I am pleased to say that Randolph EMC received a score of 91 on the American Customer Satisfaction Index (ACSI) in the second quarter of 2020 — the highest score of the participating utilities. This survey provides a performance comparison from members' perspectives of electric cooperatives and customers' perspectives of investor-owned utilities.

Your employees know who they work for every day—our member-owners—and have proven their commitment time and time again. I

am so proud of our employee team and appreciate the dedication they have to the membership. We all work every day to provide the most reliable, affordable, and sustainable electricity possible and pledge to continue that focus in 2021.

As you saw on the cover of this month's newsletter, the electric cooperatives in North Carolina have set significant sustainability goals that reduce carbon emissions while continuing to focus on providing you with affordable and reliable power. We are focused on providing our members and communities with a Brighter Future.

To achieve this, Randolph EMC and the other electric cooperatives in our state, are targeting a 50 percent drop in carbon emissions from our wholesale power generation, from our 2005 levels, by 2030, and net zero carbon emissions by 2050. To meet these sustainability goals while upholding our commitments to reliability and affordability, our efforts will be focused in areas that make the electric grid more flexible, efficient, resilient and capable of supporting new energy solutions.

These goals will be achieved primarily through our continued reliance on emissions-free nuclear power—a safe, reliable and affordable energy source that we



have invested in over a long time. We are proud that our early investment in nuclear energy has allowed our members and communities to benefit from the lowest carbon, and dependable, baseload generation in the Southeast. Natural gas generation will continue to play a critical role in our generation mix, as well, as the electric utility industry transitions to reliable, lower carbon generation options.

We are installing more renewable energy and investing in advancing technologies like battery storage that help reduce the intermittency of renewable generation resources, making them more dependable and versatile. The Randolph EMC Board of Directors recently approved a creative experimental rate to test with residential members who are installing solar and battery storage. We want to work with these members to maximize the benefit for both the owner and the cooperative.

The involvement of you, our member-owners, will be critical in achieving our sustainability goals. Randolph EMC is always looking to partner with businesses to use electricity in new ways and electrify devices and processes previously powered by fossil fuels. Smart devices are becoming more prevalent in homes and businesses

and they have the potential to assist us with achieving a modern grid that is directly influenced by cooperative members.

As more and more members are utilizing devices like smart thermostats, water heater controls and electric vehicle chargers, we want to partner together to make our electrical grid more efficient and to keep costs down for everyone by reducing the peak demand for power.

At the end of the day, taking into consideration all the changes occurring within the electric utility industry, we know the lights must stay on and power bills must be kept affordable. That has been, and will continue to be, the message we carry to our elected state and national leaders.

Electric vehicle chargers are another great example of how we are working to achieve a brighter future for our members. The electric cooperatives in our state are working together to expand an electric vehicle charging network across rural North Carolina. Supporting the adoption of electric vehicles through charging infrastructure offers a wide range of tangible benefits, from cost savings and reduced carbon emissions, to a boost in commerce and tourism in our communities. North Carolina's electric cooperatives have more than 50 electric vehicle charging stations installed throughout the state, and more installations are planned.

Randolph EMC currently provides four charging stations in two prime locations at the North Carolina Zoo, who is a great partner to work with. You may have also passed by our new DC Fast Charger at the McDonald's on East Dixie Drive, near Randolph Mall in Asheboro, that we installed in partnership with our power supplier, North Carolina EMC (NCEMC). This is

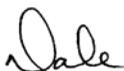
currently the only public fast charger within a 30-mile radius. We also recently received a grant from the Volkswagen Settlement to install another DC Fast Charger at the Swift Island BP station near Lake Tillery, so be on the lookout for that.

Randolph EMC, NCEMC and Randolph County Schools also partnered with the N.C. Department of Public Instruction to obtain \$277,000 in Volkswagen Settlement funding for an all-electric school bus. The new bus will serve a route in southwestern Randolph County. Randolph EMC will provide a DC Fast Charger and related electrical infrastructure for the bus on the campus of Southwestern Randolph Middle School. We will analyze how charging the electric bus affects the electric grid and Randolph County School System's electric bill. This will allow the project to serve as a case study for future applications of electric vehicle technology across the state.

Our energy landscape and the expectations of our members are changing, and it is important that we stay on the cutting edge to implement services and technologies that provide value for our members and communities.

We can all agree 2020 was an unusual year and there are still many uncertainties in the months ahead. But on behalf of your Board of Directors and employee team, I want you to know that your electric cooperative will be here for you, no matter what this new year throws at us next. We appreciate the opportunity to serve you and wish you a happy, safe and prosperous New Year!

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



Keep Track of the Energy You Use

Monitor your monthly usage & cost of electric service. Be sure to read your meter on the same day each month.

Month	Date Read	Reading	kWh Used	Bill Amount	Date Paid
January					
February					
March					
April					
May					
June					
July					
August					
September					
October					
November					
December					
Totals					

2021 Cycle Billing Schedule

READ DATE	1	DEC 24	JAN 24	FEB 24	MAR 24	APR 24	MAY 24	JUNE 24	JULY 24	AUG 24	SEPT 24	OCT 24	NOV 24
	2	JAN 1	FEB 1	MAR 1	APR 1	MAY 1	JUNE 1	JULY 1	AUG 1	SEPT 1	OCT 1	NOV 1	DEC 1
	3	JAN 8	FEB 8	MAR 8	APR 8	MAY 8	JUNE 8	JULY 8	AUG 8	SEPT 8	OCT 8	NOV 8	DEC 8
	4	JAN 15	FEB 15	MAR 15	APR 15	MAY 15	JUNE 15	JULY 15	AUG 15	SEPT 15	OCT 15	NOV 15	DEC 15
BILL DATE	1	JAN 4	FEB 1	MAR 1	APR 5	MAY 3	JUNE 1	JULY 6	AUG 2	SEPT 1	OCT 4	NOV 1	DEC 6
	2	JAN 11	FEB 8	MAR 8	APR 12	MAY 10	JUNE 7	JULY 12	AUG 9	SEPT 7	OCT 11	NOV 8	DEC 13
	3	JAN 18	FEB 15	MAR 15	APR 19	MAY 17	JUNE 14	JULY 19	AUG 16	SEPT 13	OCT 18	NOV 15	DEC 20
	4	JAN 25	FEB 22	MAR 22	APR 26	MAY 24	JUNE 21	JULY 26	AUG 23	SEPT 20	OCT 25	NOV 22	DEC 28
PAST DUE DATE	1	JAN 28	FEB 28	MAR 28	APR 28	MAY 28	JUNE 28	JULY 28	AUG 28	SEPT 28	OCT 28	NOV 28	DEC 28
	2	FEB 5	MAR 5	APR 5	MAY 5	JUNE 5	JULY 5	AUG 5	SEPT 5	OCT 5	NOV 5	DEC 5	JAN 5
	3	FEB 12	MAR 12	APR 12	MAY 12	JUNE 12	JULY 12	AUG 12	SEPT 12	OCT 12	NOV 12	DEC 12	JAN 12
	4	FEB 19	MAR 19	APR 19	MAY 19	JUNE 19	JULY 19	AUG 19	SEPT 19	OCT 19	NOV 19	DEC 19	JAN 19
SUBJECT TO DISCONNECTION	1	FEB 8	MAR 8	APR 12	MAY 10	JUNE 7	JULY 12	AUG 9	SEPT 7	OCT 11	NOV 8	DEC 13	JAN 10
	2	FEB 15	MAR 15	APR 19	MAY 17	JUNE 14	JULY 19	AUG 16	SEPT 13	OCT 18	NOV 15	DEC 20	JAN 17
	3	FEB 22	MAR 22	APR 26	MAY 24	JUNE 21	JULY 26	AUG 23	SEPT 20	OCT 25	NOV 22	DEC 28	JAN 24
	4	MAR 1	MAR 29	MAY 3	JUNE 1	JUNE 28	AUG 2	AUG 30	SEPT 27	NOV 1	NOV 29	JAN 3	JAN 31

Automatic Draft Dates

CYCLE 1
28th of month

CYCLE 2
5th of month

CYCLE 3
12th of month

CYCLE 4
19th of month