

Watts Working



Join Us as We #ThankALineworker on Monday, April 12

Each year, Randolph EMC joins other electric cooperatives across our state and nation to celebrate Lineworker Appreciation Day. Held annually on the second Monday in April, this day recognizes lineworkers' critical roles in providing our members with the power they depend on every day.

The important responsibilities of lineworkers have become all the more challenging over the past year as they have implemented additional safety procedures due to the COVID-19 pandemic.

"Our lineworkers undergo extensive training and follow

numerous protocols to ensure safety as they work to maintain our lines and restore power, often in very treacherous conditions," CEO Dale Lambert said. "The current pandemic has added another layer of precaution to an already demanding job, but our lineworkers have risen to the challenge and demonstrated an exceptional level of skill, dedication and expertise."

In addition to serving their own communities, lineworkers are also called on to provide aid across the state and nation following major storms and other times of need. Randolph EMC

crews recently traveled to assist Southside Electric Cooperative in Virginia after a crippling ice storm left them with more than 750 broken poles and miles of broken spans of wire. This commitment to "cooperation among cooperatives" is one of the core principles that demonstrates the true strength and character of the cooperative network.

Please use the hashtag #ThankALineworker on your social media posts on April 12 and throughout the year to pay tribute to our lineworkers' many outstanding efforts!

B Nonprofits,
Apply for
a Grant

C Annual
Meeting
Set for 6/18

D Kristen Jensen,
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Column

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Minutes



Sharing Success Community Grants

Apply by May 31 to the Sharing Success Community Grants Program

Randolph EMC's core values guide our philanthropic efforts, and our People Helping People (PHP) program is one example of how the cooperative is dedicated to making a positive, lasting impact on the communities we serve.

The Sharing Success Community Grants Program is a special project of PHP, made possible through the generosity of CoBank, an industry lender. Community Grant funds are separate and distinct from monthly member contributions to PHP.

"Since 2015, the PHP Board of Directors has awarded over \$66,000 in grants to nonprofits that lend a helping hand," said Nicole Arnold, Communications and Public Affairs Manager at Randolph EMC. "We are pleased to announce that this year, the Board will award more than ever before."

Randolph EMC's 501(c)3 organization People Helping People (PHP) will distribute \$20,000 for the 2021 grant cycle. Qualifying organizations may apply for up to \$2,000 in funding to implement programs or purchase necessary equipment to facilitate programs that will make a positive impact in the communities where Randolph EMC member-owners reside.

The application is available online at RandolphEMC.com/SharingSuccess. Completed applications must be received electronically by May 31, 2021.

CoBank allocates \$4 million annually to match cooperatives' charitable contributions to nonprofit organizations in their local



communities. For 2021, CoBank matched Randolph EMC's donation of \$10,000 to PHP to provide a total of \$20,000 in grant funding for nonprofit agencies in Randolph, Moore, Montgomery, Alamance and Chatham counties.

People Helping People is most effective when it focuses on helping people in need and providing support to community organizations that enjoy universal support among the members. Projects submitted for consideration should do the following:

- ▶ Positively impact a significant number of community members, and
- ▶ Meet needs in any of the following areas:
 - **Health & Well-being:** meet basic human needs to ensure continued well-being;
 - **Financial Support:** provide support for families in income-challenged situations; or
 - **Education Advancement:** provide or enrich learning opportunities for the

community at-large.

Timely applications will be evaluated based on the following criteria:

- ▶ The potential to impact a significant number of community members,
- ▶ The potential direct benefit to Randolph EMC members,
- ▶ Level of community support for the program or project,
- ▶ Organization's capability to deliver a quality service or program and leverage resources through other funding, in-kind donations, volunteers and/or partnerships,
- ▶ Predictability of anticipated 12-month results,
- ▶ Supported photos and diagrams,
- ▶ Effective use of prior grants, and
- ▶ Equitable distribution of funds throughout the five-county service area.

For additional information or questions, please contact Nicole Arnold at 336-625-5177 or Nicole.Arnold@RandolphEMC.com.



Educators!

Get Your Bright Ideas Ready!

It's that time again! Randolph EMC kicks off its Bright Ideas Education Grant program and begins accepting applications from innovative educators for the 2021-22 school year on April 1. Teachers with ideas for creative classroom projects that bring learning to life can learn more and apply online at RandolphEMC.com.

Applications will be accepted until September 15. As an added incentive to apply early, educators who submit their applications by August 15 will be entered into a drawing to receive a Visa gift card.



Mark Your Calendars for Our Annual Meeting on June 18

Randolph EMC's Annual Meeting will be presented as a virtual event at 6:30 p.m. on June 18, 2021. Keep an eye on future issues of Watts Working, your email and our social media pages for details on how to attend the event.

This year, we'll have several bill credits and gift cards to give away, as well as a special grand prize. You'll also be eligible for special prize giveaways when you attend this year's annual meeting online!

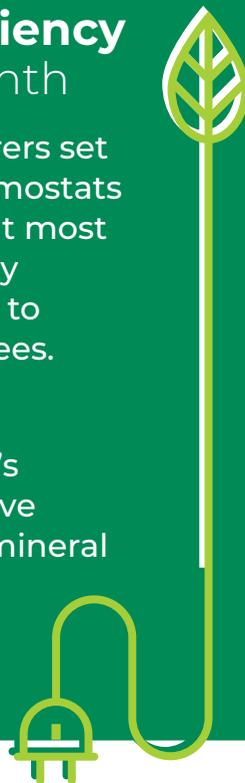
Be sure to watch for next month's issue of Carolina Country, which will include instructions for registering for the meeting and/or voting for our Director Elections.

Energy Efficiency Tip of the Month

Some manufacturers set water heater thermostats at 140 degrees, but most households usually only require them to be set at 120 degrees.

Consider lowering your water heater's temperature to save energy and slow mineral buildup in the heater and pipes.

Source: energy.gov



Spotlight on Excellence

Youth Tour Winner Kristen Jensen

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. Traditionally in this educational program, students converge on Washington, D.C., to learn about American history and the electric cooperative business model. The COVID-19 pandemic has changed this program to a virtual event, with students interacting with each other and our members of Congress online.

This year Randolph EMC awarded the honor to Kristen Jensen, a Uwharrie Charter Academy eleventh grader. Kristen's outstanding service to her community, stellar academic record, and sports achievements made her an excellent choice for this enriching experience. As REMC's Youth Tourist, Kristen will be eligible for national and state scholarships. We are proud to introduce Kristen, in her own words, to our members and to honor her for her many accomplishments.

I found out about the Youth Tour by listening to my Mom. She was reading *Carolina Country* magazine and came across it. She suggested I apply for it and see where it led.

My favorite subject is a toss-up between History and English. I love how much History entails all the small little details that add up to where we are now. In recent years, I've come to love English. I like to put words together and come up with a beautiful story.

As a student athlete, my favorite sport is basketball. I began to play when I was five years old. I have a very competitive drive, and I see every competition as an opportunity to strive to do better. This sport has given me lifelong friends and has taught me always to be willing to learn and grow.



NC Electric Cooperatives Youth Tour

My teachers and friends say I am unique because I try to actively listen to the thoughts and opinions of others and take that into consideration before forming my own opinion. I think it's important to see all views and beliefs before making an informed decision.

I got involved with the Ulah Volunteer Fire Department because my dad has been a volunteer fire fighter for twenty years and has been with Ulah for quite some time now. Watching his commitment and the service and sacrifice of other fire fighters inspired me to apply to be a Junior Fire Fighter at age 16. I have so much respect for

our first responders, who have such a burning passion to serve their community, and they keep us all safe and protected. I definitely want to continue to be a part of this service.

In college, I want to study Biology or Biomedical Sciences because I want to go to medical school and later pursue a career of pediatric surgery.

Young people can make this world a better place by working together to come up with cures for social problems like global warming, hunger, homelessness, and unequal opportunities. We have a responsibility to use our minds collectively to conquer these problems and turn them into issues of the past.

Move Over for Roadside Utility Crews

For many people, there aren't enough hours in the day. Because of that, some use drive time to be productive. They might call their boss, text their best friend, or apply mascara. Multitasking can be an effective use of time, but not while driving.

You might know that North Carolina's Move Over law protects State Troopers, other law enforcement officers and emergency responders stopped alongside our highways. But did you know that the law includes utility workers, too?

The Move Over law requires motorists on multi-lane highways to move over one lane when approaching emergency response or maintenance vehicles stopped on the side of the road with lights flashing. If a motorist on a two-

lane highway sees a maintenance vehicle with lights flashing, he should slow down, waiting until it is absolutely safe to pass the emergency responder.

In North Carolina, failing to move over for emergency vehicles can result in a hefty fine and a revoked license. NC General Statute 20-157 outlines that those who fail to move over or slow down can receive a \$250 fine, plus court costs. Those drivers who cause property damage, injury or the death of a crew member face steeper penalties, including loss of their license, felony charges, and jail time.

Cars or trucks that speed past working crews not only endanger men and women on the ground. Driving too fast or not moving over can also put an elevated lineworker



in danger by causing the bucket he or she is in to move or sway.

Lineworkers already have enough to contend with by working high up on power lines while out in the elements. Their profession consistently places on the Bureau of Labor Statistics' most dangerous jobs. Please do your part to keep our employee team and other emergency responders safe!

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

A Word About Randolph Electric

From CEO Dale Lambert

OUR STRATEGY FOR EXCEPTIONAL SERVICE

Dear Members,

Have you ever heard the following sayings? “If you don’t know where you’re going, any road will get you there,” or “If you don’t know what the goal is, it’s unlikely you will ever accomplish it.” There’s a lot of truth in these sayings. The famous quote attributed to Yogi Berra could also apply, “When you come to a fork in the road, take it.”

None of these offer much help in accomplishing goals or arriving at a desired destination. That’s why planning ahead is critical to successfully meeting challenges in life and is especially critical for Randolph EMC to be positioned to meet the future needs and expectations of our members.

It’s easy to become complacent and have the “that’s-the-way-we’ve-always-done-it” mentality. But for decades, your Board of Directors has provided the cooperative’s strategic direction to keep us moving forward. Having a plan and roadmap allows Randolph EMC to know which “fork in the road” to take, the goals that need to be accomplished, when the goals are accomplished, and the next steps to take. This type of strategic planning is a never-ending process.

Our Mission Statement provides an overview of what we’re all about:

Randolph EMC seeks to deliver superior energy solutions to improve

our members’ quality of life by:

- ▶ Providing safe, reliable and affordable energy
- ▶ Offering services that empower our members
- ▶ Strengthening our communities
- ▶ Practicing environmental responsibility
- ▶ Implementing innovative technologies
- ▶ Having a dedicated team of employees and directors

You expect the Board of Directors, management team and employees to keep raising the bar and returning the maximum value possible back to you. After all, being a cooperative, we are simply stewards of the members’ assets. This is a tremendous responsibility that we do not take for granted. Providing maximum value for our members is why we exist.

You can measure the value we provide in several ways—safe, affordable, and reliable electric service, efficient and rapid storm and outage response, cost-saving tools to make your lives easier, and exceptional support from our employees, to name a few.

So, at the end of the day, how do we measure our performance against your overall expectations? Since 2004, an independent third party has surveyed Randolph EMC members using the American Customer Satisfaction Index

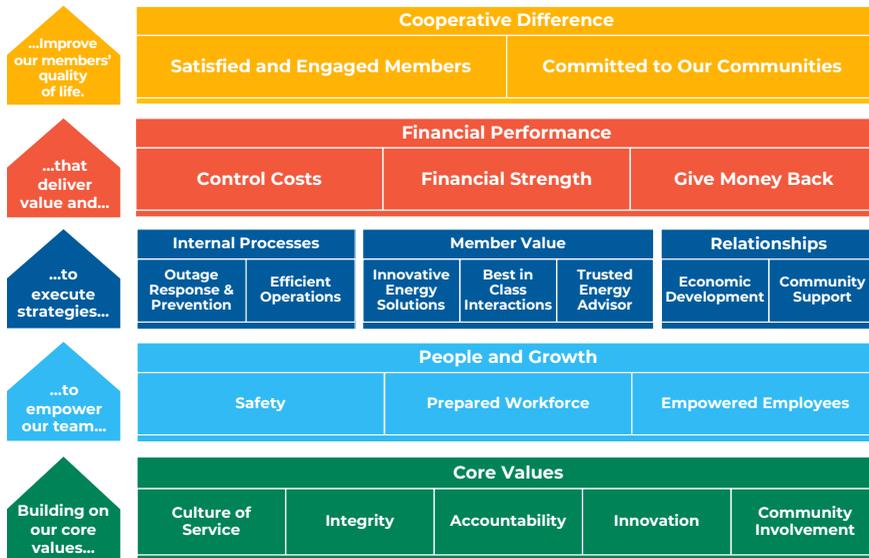


(ACSI) to gauge how we are doing. ACSI is a nationally recognized measurement tool that takes feedback from members and uses that data to develop a score for the company. The score is then compared to other similar companies to evaluate our performance.

Randolph EMC uses your feedback to improve our processes. I want to thank each of you who have participated in these surveys over the years. You have played a significant role in making your cooperative better and more responsive to members. We view each interaction a team member has with you as a snapshot of the organization. From the most recent survey in the fourth quarter of 2020, our members placed Randolph EMC in the top tier of other high-performing electric cooperatives nationally with an ACSI score of 89.

For comparison, the average score of electric cooperatives from across the nation was 72 and the electric utility industry average, which includes investor-owned utilities, was also 72. Last year in the second quarter of 2020, we reported that you rated Randolph EMC as the top-performing utility with an ACSI score of 91, tied with another electric co-op.

As I noted earlier, we cannot become complacent to stand still. Our overall goal is for Randolph EMC to remain in this top tier and strive to drive your satisfaction even higher. After all, your



satisfaction is the most important measurement we could ever meet.

A copy of the cooperative's strategy map is shown above. The overall vision of our strategic plan is for Randolph EMC to provide Exceptional Service in all areas of our operations and to Empower Members by providing tools and information to help you take control of your energy usage. The strategic plan is built upon our core values of having a Culture of Service, operating with Integrity and Accountability, being Innovative to meet your needs and being Committed to the Communities we serve.

To date, under this strategic plan, your Board of Directors has adopted 56 separate initiatives to carry out the objectives of the focus areas within the plan. Each initiative is critical as we strive to move the cooperative forward to serve you in the future. The bottom line is, **we want to meet and exceed your expectations.**

Just having a strategic plan is not enough, however. It takes dedicated people to carry it out. You truly have an extremely committed group of employees who know the reason they come to work every day or night, in rain or sunshine, snow or ice—to serve you, the owners of this cooperative. I get

to witness it first-hand. At the end of the day, they are the reason for any success that Randolph EMC has in meeting, and hopefully exceeding, your expectations.

Several years ago, the United States Congress and the North Carolina General Assembly designated the second Monday in April as Lineworker Appreciation Day. This is a day to celebrate and show appreciation for all the hard work our line personnel do to safely keep the lights on. Your line personnel are always some of the first responders when major weather events hit our communities, but they quietly go about their jobs without much recognition.

Randolph EMC has also designated April as Employee Appreciation Month. We take this opportunity to recognize all the Randolph EMC employee team members for their commitment and extra hard work over this past year. It's a real team effort and I appreciate the dedication they demonstrate in serving you. We consider it an honor.

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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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



Minutes from the 2019 & 2020 Randolph EMC Annual Meetings

Each year at the Annual Meeting, members have the opportunity to review the minutes from the previous year's meeting before approving them. The Board of Directors elected to defer approving the 2019 Annual Meeting minutes to 2021 because the 2020 Annual Meeting was held virtually. However, since the 2021 meeting is also being held virtually, members may review the minutes from 2019 and 2020 meetings below.

Eighty First Annual Meeting of the Membership | June 21, 2019

The Eighty First Annual Meeting of the membership of Randolph Electric Membership Corporation (hereinafter called the "Cooperative") was held at the Southwestern Randolph High School, Randolph County, North Carolina, beginning at 6:30 p.m. on June 21, 2019.

Registration was conducted between 5:00 and 6:30 p.m.

Entertainment was provided by The Ingrams.

President Jerry Bowman called the meeting to order at 6:30 p.m.; he designated the Cooperative's General Counsel, Aaron M. Christensen, to preside.

The invocation was given by Pastor Bryan Maness of Antioch Christian Church.

The presentation of colors was made by the Southwestern Randolph High School Junior ROTC Cougar Battalion.

President Bowman led the membership in the Pledge of Allegiance, followed by the singing of the National Anthem by The Ingrams.

Ravonda Hanes invited children present to participate in the Children's Program.

Mr. Lambert, Chief Executive Officer, introduced the special guests.

Mr. Christensen, General Counsel, announced there were 439 Cooperative members registered as being present and the number was sufficient to constitute a quorum. A list of members present is attached and made a part of these minutes.

Upon a motion duly made and seconded, the membership waived the reading of the Notice of the Meeting, the Proof of Mailing of the Notice, and the reading of the Minutes of the Eightieth Annual Meeting. The Notice of the Meeting and the Proof of Mailing of the Notice are attached to these Minutes. Upon a motion duly made and seconded, the membership approved the minutes of the Eighty First Annual Meeting.

President Bowman introduced the members of the Board of Directors.

President Bowman addressed the membership concerning the Cooperative's operations.

Mr. Maness, Secretary-Treasurer, presented Treasurer's Report, including a presentation of capital credits and an overview of the 2018 Financial Report.

Mr. Lambert, Chief Executive Officer, addressed the membership concerning the Cooperative's general operations, member survey results, initiatives for member control over their usage, solar initiatives, and other matters impacting the Cooperative.

Minutes from the Eighty-Second Annual Meeting of the Membership | October 9, 2020

The Eighty Second Annual Meeting of the membership of Randolph Electric Membership Corporation (hereinafter called the "Cooperative") was conducted on October 9, 2020, via video transmission from the Cooperative's Operations facility, with the intention of protecting member and community safety during the COVID-19 pandemic.

Advanced electronic registration and voting were conducted in accordance with the Cooperative's emergency Bylaw amendments.

Nicole Arnold welcomed the members to the video presentation of the meeting.

President Jerry Bowman called the meeting to order.

Tammie Phillips gave the invocation.

Staff members presented the Pledge of Allegiance.

Karen Shackelford sang the National Anthem.

Ms. Arnold introduced the Board of Directors and the Cooperative's General Counsel.

The Cooperative's General Counsel, Aaron Christensen, announced the number of registered members (3,225) and affirmed that quorum requirements were satisfied. Mr. Christensen further addressed procedural matters, including Notice of the Meeting, the Proof of Mailing of the Notice, and the reading of the Minutes of the Eighty Second Annual Meeting. The Notice of the Meeting and

Pursuant to Section 2.08 of the emergency Bylaw provisions for 2021, it shall be the responsibility of the Credentials & Election Committee to review and approve minutes from prior Annual Member Meetings. **If any member has an objection to the following Annual Meeting minutes recorded in 2019 and 2020, he or she should notify the cooperative at its headquarters office in Asheboro by 5:00 p.m. on April 23, 2021**, so that those concerns may be addressed by the Committee.

General Counsel Christensen informed the membership concerning the importance of the election of Directors who govern the Cooperative. He stated Bylaw Section 3.03 provides for nomination of Director candidates by District Nominating Committees. He indicated it was the membership's duty and privilege to elect Directors at this Eighty First Annual Meeting in Districts 1, 3 and 6.

Mr. Christensen introduced Gary Loy, Chairperson of the District 1 Nominating Committee. Mr. Loy presented the report of the District 1 Nominating Committee, placing the name of Lee Isley in nomination.

Mr. Christensen introduced Joseph Capps, Sr., Chairperson of the District 3 Nominating Committee. Mr. Capps presented the report of the District 3 Nominating Committee, placing the name of Larry Routh in nomination.

Mr. Christensen introduced S. Leverette Strider, Chairperson of the District 6 Nominating Committee. Mr. Strider presented the report of the District 6 Nominating Committee, placing the name of Ms. Sue Spencer in nomination.

Mr. Christensen thanked each of the District Nominating Committee Chairpersons and the respective Members for their diligent work. He stated the Cooperative had received no petitions from any members nominating any other candidates in any of the Directorate Districts. He stated since none of the nominees in any of the respective Directorate Districts were opposed, it would be appropriate to elect the nominated candidates by acclamation if the members so desired.

Thereafter, upon a motion duly made and seconded, and unanimously approved, Mr. Isley was elected in District 1; Mr. Routh was elected in District 3; and Ms. Spencer was elected in District 6; all by acclamation.

Mr. Christensen administered the Oath of Office to the newly elected Directors.

Mr. Christensen thanked the members of the Election and Credentials Committee for their service during and prior to the meeting.

Mr. Christensen called for any unfinished business. There was none.

Mr. Christensen called for any new business. There was none.

Whereupon, on a motion duly made and seconded, the meeting was adjourned subject to the drawing for prizes.

Respectfully submitted this 21st day of June 2019 by Mr. Billy Maness, Randolph EMC Board Secretary-Treasurer.

the Proof of Mailing of the Notice are attached to these Minutes. Approval of the minutes from the prior year's Eighty First Annual Meeting was deferred.

Mr. Christensen announced the results of the 2020 election of Directors, as follows:

District 2: Scott Cole

District 4: Jerry Bowman

District 7: Tammie Phillips

The Oath office was deferred until the next regular Board of Directors meeting.

President Bowman addressed the membership concerning the Cooperative's operations.

Billy Maness presented the Treasurer's report, commenting briefly on the Financial Report which as included with the 2019 Annual Report.

The Cooperative's Chief Executive Officer, Dale Lambert, addressed the membership concerning Cooperative operations, initiatives, and various issues effecting the Cooperative's interests.

There being no further business, the meeting was adjourned.

Respectfully submitted this 9th day of October 2020 by Mr. Billy Maness, Randolph EMC Board Secretary-Treasurer.