



# Randolph Electric Membership Corporation

Your Touchstone Energy® Cooperative 

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## Application for Membership and Electric Service

The undersigned applicant applies for membership in, and agrees to purchase electric energy from, Randolph Electric Membership Corporation (Cooperative), upon the following terms and conditions:

1. Applicant agrees to purchase from the Cooperative, and pay monthly, for all electric energy used on premises owned and/or occupied by applicant, in accordance with the rate schedules as established and amended by the Cooperative, and;
2. Applicant agrees to be bound by the charter and bylaws of the Cooperative, as amended from time to time, and any other rules and regulations as may be adopted by the Cooperative, and the applicant acknowledges receipt of a copy of same.

The acceptance of this application by the Cooperative shall constitute an agreement between the applicant and the Cooperative, and this contract for electric service shall continue in force until cancelled by either party.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

\_\_\_\_\_  
*Applicant(s)*

RANDOLPH ELECTRIC MEMBERSHIP CORPORATION

\_\_\_\_\_  
*Authorized Representative [SEAL]*

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Dear Member:

Welcome to Randolph Electric Membership Corporation! You are a new member of a cooperative that is run solely for the benefit of those who use its services. The cooperative is truly "Owned by Those It Serves." There are no stockholders, so decisions are not based on how to increase profits, but on how to provide reliable electric service at reasonable rates.

Randolph EMC was originally organized to bring electricity to rural areas. Through the efforts of local people working through the Rural Utilities Service (formerly Rural Electrification Administration), electricity has been brought to virtually all rural residents. Your elected board of directors and your employees are constantly striving to bring you the most dependable electric service at the lowest possible cost.

The democratic principle of "one person, one vote" is one of the cornerstones of our cooperative. Each member is urged to attend the annual meeting and cast his or her vote on issues that affect the membership. This information packet, and other materials you have been given, will enable you to benefit from your membership by having better knowledge of your cooperative and what it has to offer. Please take time to read the materials and use them as handy references. If you have any questions, please do not hesitate to call your cooperative office.

We appreciate the opportunity to serve you. Again, welcome to our growing family of Randolph EMC members.

Cooperatively Yours,

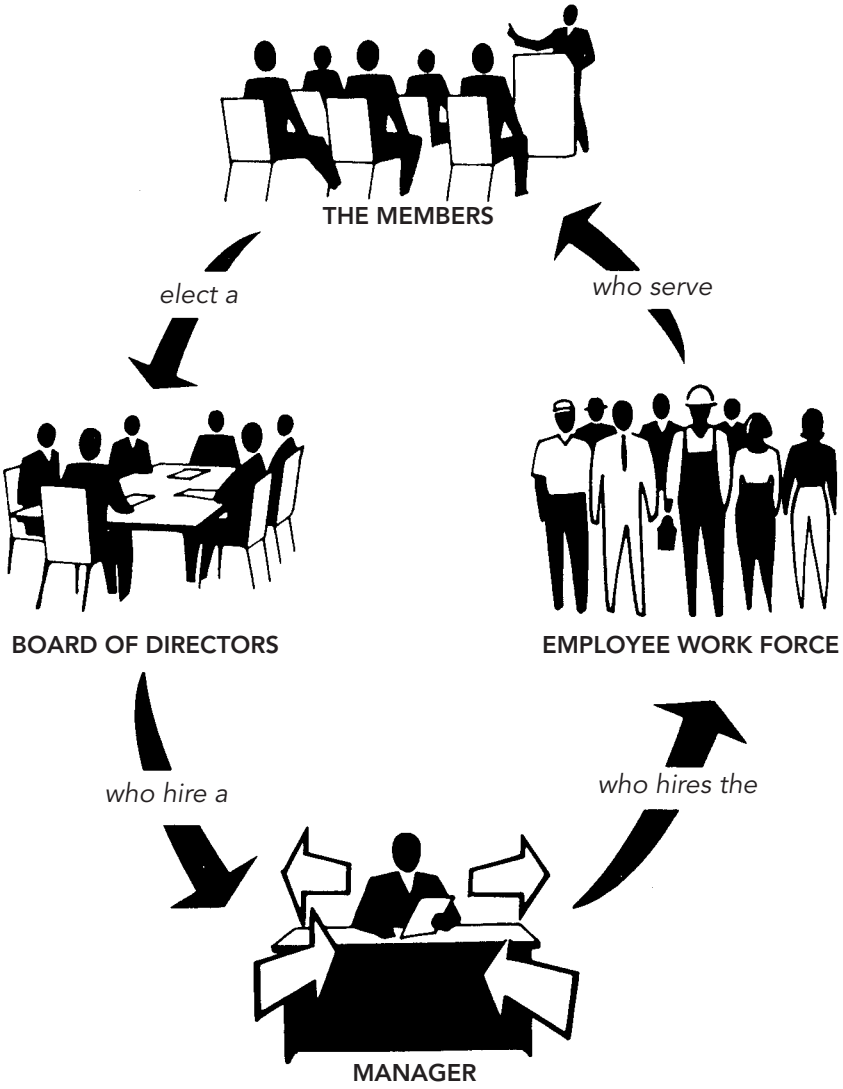
A handwritten signature in black ink, appearing to read "Dale".

Dale F. Lambert  
Chief Executive Officer

**WELCOME TO RANDOLPH EMC!**

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# THE KEY PEOPLE IN A COOPERATIVE



# How Your Cooperative Operates

Randolph EMC operates as a not-for-profit corporation. Every member has a voice in the operation of the cooperative.

## Your Vote Counts

Some members may have more than one connection to the cooperative lines and receive more than one bill, but each member has only one vote. The cooperative invites all members to attend an annual meeting each June where voting on issues affecting the membership takes place. All members are informed of the exact time and place of the annual meeting and all are encouraged to participate.

## Your Board of Directors

The cooperative has nine directors that meet monthly to make or change general policies and attend to certain other aspects of the business. Three directors are elected each year at the cooperative's annual meeting.

## Operation Costs

Randolph EMC does not generate electric power. We purchase electricity at wholesale rates through our state-wide organization, North Carolina Electric Membership Corporation (NCEMC). As a member-owned utility, electricity is delivered to the members



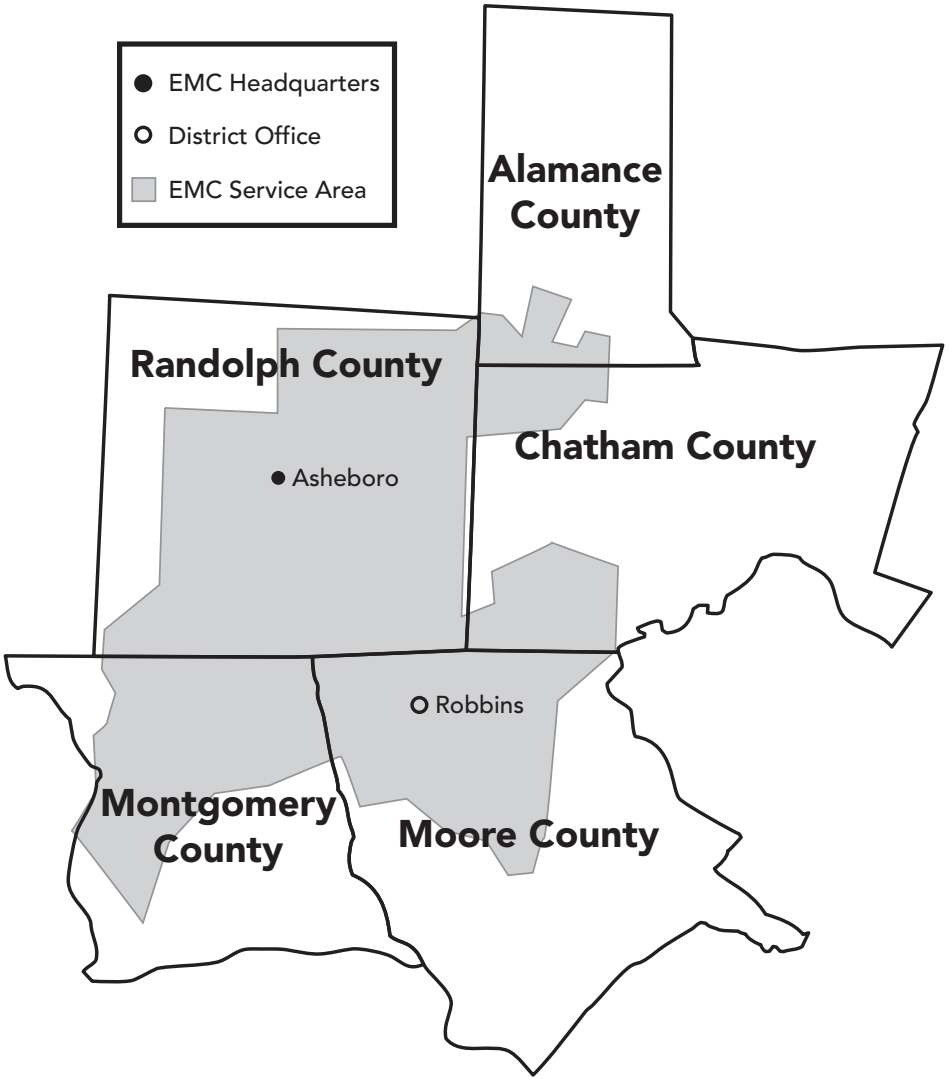
at the lowest possible price. The cooperative pays taxes to state, county and town governments as part of its cost of operation.

At the end of each business year, the difference is calculated between the cost of the year's operations and what the members have paid the cooperative for their electricity. This amount is assigned to the Capital Credit accounts for the members, based on the amount of money each member paid into the cooperative that year. Whenever the directors feel that some of this money can be returned to members without hurting the cooperative's financial standing, they order this done, and checks are sent to the members.

## HOW RANDOLPH EMC OPERATES

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# Randolph EMC Service Territory



# Member Services

**BANK DRAFT** — Electric bills may be paid through our Bank Draft Program. As you consider participation in the program, be sure that your bank participates in ACH Bank Drafting.

**BUDGET BILLING** — The member pays an equal amount, every month, for eleven months. The amount that will be owed each month is always based on the electric use from the previous twelve months. On the twelfth month, the member pays the actual balance due. If the account reflects a credit, then no payment is made and the member receives a check for the credit balance. You may discontinue budget billing at any time.

**ENERGY AUDITS** — Free residential energy audits are available upon request for Randolph EMC members. Each home receives a thorough inspection from a REMC Member Services Representative.

**ENERGY EFFICIENT HOME DISCOUNT RATE — (EE rate)** is available to all single-phase non-commercial consumers whose all-electric homes meet the current energy efficiency standards as set forth by Randolph EMC. Energy efficient standards include, but shall not be limited to: insulation R factors; attic ventilation; basement and crawl space ventilation; the use of storm windows and doors or windows and doors using thermal glass; proper caulking and sealing of windows and doors; load management switches on water heaters and air conditioners; and other energy efficient methods and equipment as deemed suitable by Randolph EMC.

The EE rate is a discounted electric rate of 2% during the summer months (June–October) for all energy used. During the winter months (November–May) the discount is 2% for the first 1000 kWh

used. The discount is 6% for each kWh over 1000 kWh used. This rate does not apply to the basic facilities charge.

**GREEN POWER** — A voluntary contribution which adds one block of 100 kWh of green energy to NC's power supply or mitigates 500 pounds of carbon dioxide (CO<sub>2</sub>) or CO<sub>2</sub> equivalent. Unlimited blocks available for \$4 each.

**PEOPLE HELPING PEOPLE (PHP)** — PHP is a voluntary program in which members allow Randolph EMC to round up their electric bills to the next highest dollar each month. The funds generated are administered and allocated by a board of directors to members on our system who are in need. This program is not designed to pay electric bills, but help members in many other ways.

**CAROLINA COUNTRY & WATTS WORKING** — Each member receives *Carolina Country*, a monthly magazine published by the cooperative's statewide association located in Raleigh, N.C. Inserted in the middle of *Carolina Country* is *Watts Working*, a newsletter published by Randolph EMC.

**CLUB SPEAKERS** — Randolph EMC can provide speakers for civic clubs, 4-H groups, and school classes. Current topics are energy conservation, co-op history, electrical safety and cooperative philosophy.

**RANDOLPHEMC.COM** — Randolph EMC's Web site is available to members for information 24 hours a day, 7 days a week. It is your source for account information, bill payment, energy-saving tips, storm updates, co-op news and more.

*For more information on any of these services, please contact a representative in our Member Services Department or visit [www.RandolphEMC.com](http://www.RandolphEMC.com).*

## SERVICES AVAILABLE TO MEMBERS



# Randolph Electric Membership Corporation

Your Touchstone Energy® Cooperative

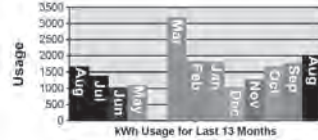
Contact Us At  
Asheboro: 1 (800) 672-8212 or  
Robbins: 1 (800) 868-7014  
1-877-534-2319 TO PAY YOUR BILL 24HRS A DAY

Hurricane season is officially here. Please go to our web site ([www.randolphemc.com](http://www.randolphemc.com)) and click on the icon that says "Preparing for a Storm."

<b>Account No</b> 1234	<b>Customer Name</b> JOHN D. MEMBER
<b>CIN No</b> M001234	<b>Service Address</b> 123 Electricity Lane

Cycle	Map No.	Rate Type	Rate	Bill Date	Purch. Power & Fuel Adj. / kWh	Total Usage:		
100	1234567890	RESIDENTIAL	01	8/3/2009	0.0060	1674		
Meter No.	Previous	Present	From	To	Days Billed	Multiplier	Demand (kW)	Usage (kWh)
12345	75225	76899	6/15/2009	7/16/2009	31	1	0.00	1674

Compare Your Usage				
Period	Days	Usage (kWh)	AVG Daily Usage	AVG Daily Cost
Current	31	1674	54	7.26
Last Month	31	1403	45	6.23
Year Ago	35	2027	57	7.23



CHARGES:	Posting Date	Description	Amount
		Previous Balance	193.00
	07/23/09	Payment	-200.00
	08/03/09	Electric Charge	193.24
	08/03/09	(1) Security Light	10.15
	08/03/09	Green Power (\$4 per kWh)	4.00
	08/03/09	WPCA Adjustment	10.04
	08/03/09	PEOPLE HELP PEOPLE	0.78
	08/03/09	NC Renewable Energy Charge	0.38
	08/03/09	Tax	6.41
<b>Budget Bill - Pay Only This Amount</b>			
			<b>Total Due:</b> 200.00
			<b>Budget Billing Status</b> 218.00
			<b>BUDGET PAY</b>

## CUSTOMER INFORMATION

- **Account Number:** The account number assigned to this service location.
- **Customer Name:** The name of the member who signed up for the electric service.
- **Customer Identification Number (CIN):** Identifies you as a member in our billing system. Use this number to sign on to your account online at [www.RandolphEMC.com](http://www.RandolphEMC.com)
- **Service Address:** The address where the electric service is received.

- **Present:** The number that was read from your meter on this reading.
- **From:** The date on which this billing period began.
- **To:** The date on which this billing period ended.
- **Days Billed:** The total number of days between the beginning and end of the billing period.
- **Multiplier:** A factor used to calculate billing determinants such as kWh and kW. For services over 400 amps.
- **Demand (kW):** The largest demand for power during the month by the account. Primarily used for non-residential accounts.
- **Usage (kWh):** The total energy in kilowatt-hours (kWh) used during the billing period. One kilowatt-hour is the equivalent of using 1,000 watts for one hour, or using a 100-watt light bulb for 10 hours.

## MESSAGE AREA

- Relays important, useful and timely information.

## ELECTRICITY USE DETAILS

- **Line 1:**
  - **Cycle:** Your billing cycle.
  - **Map No.:** Pinpoints the location of your electric service in our mapping system.
  - **Rate Type:** Identifies your billing rate.
  - **Bill Date:** The day your bill was sent to you.
  - **Purch. Power & Fuel Adj./kWh:** Wholesale Power Cost Adjustment (WPCA). Represents changes in wholesale power paid for by REMC.
  - **Total Usage:** The total amount of energy in kilowatt-hours (kWh) used during the billing period.
- **Line 2:**
  - **Meter No.:** Your meter's serial number.
  - **Previous:** The number that was read from your meter on the previous reading.

## USAGE COMPARISON

- Compare the amount of energy you've used over the last 13 months in chart and graph formats.

## MONTHLY CHARGES

- **Posting Date:** Date previous payment was received and dates current charges were applied to your account.
- **Description:** Brief description of charge or payment
- **Amount:** Amount of charge or payment
- **Total Due:** The total amount of money you must pay for this bill.

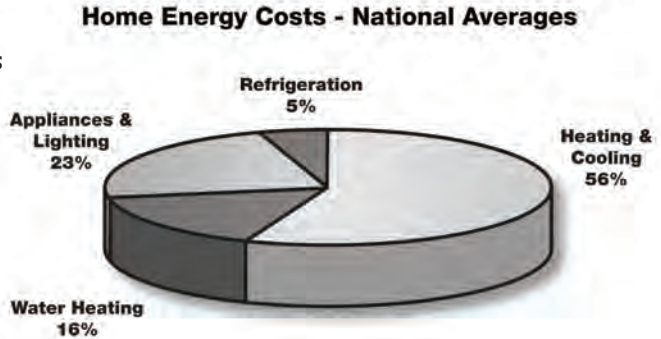
For details about the charges and services itemized on this sample bill, visit [www.RandolphEMC.com/account/view.html](http://www.RandolphEMC.com/account/view.html).

# Where Do Your Energy Dollars Go?

The chart below gives you a clear picture of the national average for which parts of your home use the most energy.

Using these percentage averages, a homeowner who spent \$2,500 a year for home energy would have paid roughly:

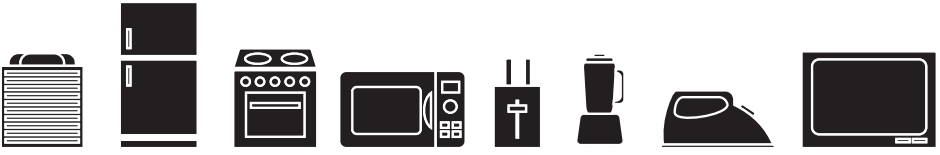
- \$1,400 for heating and cooling
- \$575 for appliances and lighting
- \$400 for water heating
- \$125 for refrigeration



## Quick Ways to Save on Your Electric Bill

- Turn off lights when not in use
- Replace incandescent bulbs with compact fluorescent lamps (CFLs)
- Add weatherstripping to windows and doors
- Set thermostat to 68°F in winter and 75°F in summer
- Change air return filters monthly
- Check heat pump and air conditioning systems annually to verify they're properly charged and moving the proper amount of air
- Seal any duct leaks with fiberglass mesh and mastic sealant
- Set water heater to 120°F
- Install a thermal water heater wrap to avoid heat loss from your water heater
- Set refrigerator temperature to 37°F and freezer to 0°F
- Make sure refrigerator and freezer doors seal tightly when closed
- Keep refrigerator coils clean and free of debris so that the compressor doesn't work harder than it has to

## MANAGING YOUR ENERGY



# How much does it cost per month to operate your appliances?

- We've used the average residential rate of 10.2¢ per kilowatt-hour (2006 average of all North Carolina's electric cooperatives combined) to calculate these numbers.
- The cost to operate any appliance can be calculated with this formula:  

$$\text{Operating cost} = \text{wattage}/1,000 \times \text{hours used} \times \text{cost/kilowatt-hour.}$$

APPLIANCES	APPROX. AVERAGE WATTAGE	HOURS OF USE	KILOWATT HOURS	MONTHLY COST
<b>Kitchen</b>				
Coffee maker	1,000	4-30	4-30	\$0.41-\$3.06
Dishwasher	1,800	8-40	14-72	\$1.43-\$7.34
Microwave oven	1,500	5-30	8-45	\$0.21-\$4.59
Range (Oven)	3,500	10-50	35-175	\$3.57-\$17.85
Range (Small element)	1,200	10-50	12-60	\$1.23-\$6.12
Range (Large element)	2,300	10-50	23-115	\$2.35-\$11.73
Refrigerator/freezer (Frost-free 16-18 cu. Ft.)	400	150-300	60-120	\$6.12-\$12.24
Refrigerator/freezer (Side by Side)	780	190-300	148-234	\$15.10-\$23.87
Toaster oven	1,250	2-24	3-30	\$0.32-\$3.06
<b>Living Room</b>				
Ceiling fan	100	15-330	2-33	\$0.41-\$3.37
Computer with monitor and printer	200	25-160	5-32	\$0.51-\$3.26
Lighting (Incandescent 60 w)	60	17-200	1-12	\$0.11-\$1.23
Lighting (Compact fluorescent [60 watt equiv.])	18	17-200	0.3-4	\$0.04-\$0.41
Television (Color 27")	170	60-440	10-75	\$1.02-\$7.65
Television (42" Plasma)	450	60-440	27-198	\$2.76-\$20.24
<b>Other</b>				
Air Conditioner (Room 6,000 BTU)	750	120-240	90-100	\$9.18-\$18.36
Air Conditioner (Room 9,000 BTU)	1,050	120-240	126-252	\$12.86-\$25.71
Air Source Heat Pump (12 SEER 2.5 ton)	3,500	90-180		
	5,000	6-28	30-140	\$3.06-\$14.28
Clothes washer	500	7-40	4-20	\$0.41-\$2.04
Water Heater (typical family of 4)	4,500	90-138	405-621	\$41.31-\$63.35

# Mission Statement

Randolph EMC is dedicated to the delivery of energy and superior services in response to the needs of our members and communities.

## About Randolph Electric Membership Corporation

- Organized and chartered in 1938.
- Since its organization, Randolph EMC has had one main objective: to provide dependable electric service to everyone in its service area at rates consistent with sound business principles.
- First construction project financed by a Rural Electrification Administration (REA) loan of \$300,000. It involved 300 miles of line to serve 1,040 people, and was completed in 1939.
- Distributes electricity today to more than 31,000 members in areas of Randolph, Moore, Montgomery, Chatham and Alamance counties over more than 4,000 miles of line.
- A nine-member board of directors directs the cooperative's affairs.
- Three board members are elected each year by and from the members at the annual meeting.

### Corporate Values

#### INTEGRITY

We will adhere to high moral principles and professional standards

#### ACCOUNTABILITY

We will be accountable to our member-owners in all of our actions and decisions

#### INNOVATION

We will be innovative and use proven technology to provide excellent service and efficient operations

#### COMMUNITY INVOLVEMENT

We will cultivate a strong relationship with and assistance in developing our communities

## Randolph EMC Board of Directors



Steve Harris



Bob Wright  
President



Larry Routh



Jerry Bowman  
Vice President



James Andrews



Delbert Cranford



Paul Hurley



Tammie Phillips  
Asst. Sec.-Treasurer



Sue Spencer  
Secretary-Treasurer

Dale F. Lambert serves as Chief Executive Officer

## ABOUT RANDOLPH EMC



# Randolph Electric Membership Corporation

## Locations

### Asheboro Office

879 McDowell Road

#### Office Hours

Monday-Friday | 8 a.m. to 5 p.m.

#### Mailing Address

Post Office Box 40  
Asheboro, NC 27204-0040

#### Phone Numbers

336.625.5177 or 1.800.672.8212

### Robbins District Office

201 South Middleton Street

#### Office Hours

Monday-Friday | 8 a.m. to 5 p.m.

#### Mailing Address

Post Office Box 880  
Robbins, NC 27325-0880

#### Phone Numbers

910.948.3401 or 1.800.868.7014

[www.RandolphEMC.com](http://www.RandolphEMC.com)

## Contact Randolph EMC

### Report a Power Outage

1.877.REMC.OFF  
(1.877.736.2633)

### Account Information and Bill Payment

1.877.534.2319

### For Electric Service

#### Asheboro Area

336.625.5177 or 1.800.672.8212

#### Robbins Area

910.948.3401 or 1.800.868.7014

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H