The Distribution System Operator (DSO)

A Consumer Centric Model
The Connected Home
Areas of focus

Convergence at Distribution Co-ops
Operations, Communications, and High level of service

Accenture: The New Energy Consumer Handbook
Empower your customer

Smart Hub Portal

My Usage
Usage Explorer
Average Usage
Planning
Bill Comparison
Usage Management

My Usage

This My Usage section provides several tools for you to analyze your past and current usage, as well as plan and conserve in the future. Compare your use and costs, set markers to monitor changes in your usage over periods of time, and get energy saving tips. Click the tabs below to learn more about these tools.

- Analyze Your Usage
- Plan and Save
- Explore Usage Management

Usage Explorer

Usage Explorer gives you a detailed look at your past and current usage, all in one place.

View your usage and weather trends by month, or if available by day or hour.

Use the Usage Explorer tool

Bill Comparison

Bill Comparison lets you compare two bills worth of usage history side by side.

View the differences between this month last year, or other combinations to see how your bill varies each month.

Use the Bill Comparison tool

Average Usage

Average Usage shows you what your typical or average usage is for your selected time period.

For example, see your average usage on each day of the week (such as Tuesdays), over the course of a year. Or see your typical usage in each hour of the day over the course of 2 weeks. Discover when you can save the most on your utility bill.

Use the Average Usage tool

Call Us: (919) 863-6300
Enable your customer

You have the power to control your energy costs and usage

Sign up for:

**PAY•AS YOU GO**

- No Deposits
- No Late Fees
- No Due Dates
- You Choose When to Pay
- Track usage and balance online 24/7

**FLEXPAY**
A PREPAID ENERGY SOLUTION FROM Randolph EMC
Enable your customer

- Community Solar
- 2015 Thermostat Pilot
- Existing Programs
  - Curtailable loads
  - Conservation Voltage Reduction
  - Customer-Owned Generation
- Future
  - Water Heaters
  - Energy Storage
NCEMC – Community Solar

- 1,650 kW in projects:
  - Brunswick
  - Cape Hatteras
  - Central
  - Lumbee River
  - Pee Dee
  - Piedmont
  - Randolph
  - Roanoke
  - Surry-Yadkin
  - Tideland
The DER Portfolio

Education & Awareness
DR & EE
Distributed Renewables
DG & CHP
Storage & EV

Benefits include:
- Complementary with the portfolio
- Interoperability
- Operational flexibility

Integrated Operation
The DSO model leads to additional communication and coordination, between DSOs, to the G&T, and the Transmission Operator.
DSO: Distribution System Operator

- Balancing supply and demand
- Linking wholesale and retail
- Custodian for distribution system reliability
- Managing distributed energy resource integration
The Cooperative Way

Communications

Service

EMC Platform
North Carolina’s Electric Cooperatives

Your Touchstone Energy® Cooperatives