ALBEMARLE
NORTH CAROLINA
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City Earns Public Power Awards of Excellence

Background:
ElectriCities Chief Executive Officer, Roy Jones, will present awards in recognition of the City's excellence as a Public Power Provider.

Submitting Department:
Administration Department

Description:
ElectriCities has recognized the City of Albemarle with four Public Power Awards of Excellence. These awards highlight the City's commitment to continuously providing outstanding electric service to the community. The City received awards in the following categories:

FUTURE-FOCUSED – This award recognizes communities with a forward-looking mindset. Albemarle was honored in this category for implementing a new utility billing system. The system supports the development of a future online customer portal that will provide real-time usage monitoring, account management, and payment tools.

STRENGTHEN PUBLIC POWER – This award celebrates communities that build public and political support for public power. Albemarle earned this recognition for communication efforts that highlighted the financial value of public power as a not-for-profit system. The City also showcased how public power supports people through a network of mutual aid providers, especially during crises such as Hurricane Helene.

CUSTOMER-CENTERED INNOVATION – This award honors public power providers that innovate and invest to better serve their customers and communities. Albemarle was recognized for implementing the outage reporting system, Daupler. Field crews now receive instant notifications, allowing them to efficiently triage impacted areas and reduce response times. During larger outage events, additional crews can be requested directly through the platform, streamlining emergency response efforts.

PEOPLE – This award distinguishes communities that leverage their workforce as their greatest asset. Albemarle earned this recognition for its compensation adjustment plan, which has helped attract experienced electric staff and retain skilled employees.