

THE SAWNEE HIGHLINER

Volume 37 • Issue 2

Sawnee EMC Announces \$9.9 Million Retirement of Patronage Capital

Sawnee EMC will soon be retiring approximately \$9.9 million to over 101,000 Sawnee members, both active and former, through a general retirement of patronage capital. This patronage capital retirement will be provided to both residential and commercial customers who received electric service from Sawnee EMC at any time during 1999 and/or 2000.

As outlined in the Sawnee EMC Bylaws, patronage capital is an allocation of the revenue received in excess of operating costs and expenses in a given year; it is then assigned to each member of record for that year.

Active members of Sawnee EMC, who received service at any time during these years, will receive their portion of the general patronage capital retirement in the form of a “credit” on their March 2017 electric bill. These members will soon receive a letter that provides details about this general retirement, including the amount of their refund as well as a list of frequently asked questions (FAQs).

Former members, who no longer have an active account with Sawnee EMC, and have a valid forwarding address, will be mailed a check to their last known address on or around March 31, 2017.

It is important that former members of Sawnee EMC notify the cooperative of their new mailing address when they are discontinuing electric service. This helps to ensure that these members receive any future patronage capital retirements.

continued on page 2

CONTACT US

Web Address & Email:

www.sawnee.com

customerservice@sawnee.com

Business Office Hours:

Mon. - Fri. 8:00 a.m. - 5:00 p.m.

Physical Address:

543 Atlanta Highway
Cumming, GA 30040

Postal Address:

P.O. Box 266
Cumming, GA 30028

Customer Call Center:

Mon. - Fri. 7:00 a.m. - 9:00 p.m.

Sat. 8:00 a.m. - 5:00 p.m.

Phone: (770) 887-2363

Fax: (678) 947-3368

Text: (678) 999-8124

TDD: (770) 781-4271

Toll Free: (800) 635-9131



QUOTABLE QUOTE

Attitude is a little thing that makes a big difference.”

~ Winston Churchill

This institution is an equal opportunity provider and employer.

OVER THE PREVIOUS FIVE (5) YEARS, SAWNEE EMC HAS RETIRED ALMOST \$40 MILLION TO MEMBERS THROUGH GENERAL RETIREMENTS OF PATRONAGE CAPITAL.

Patronage Capital, (cont.)

In addition to the general retirement of patronage capital, it is important to remember that Sawnee EMC also retires patronage capital to the estates of deceased members. In the past 12 months, approximately 442 such retirements were made, totaling almost \$471,000. If you know of someone who has passed away, and was at one time a member of Sawnee EMC, please remind the executor of their estate to contact our Customer Service Center at (770) 887-2363 or via email at customerservice@sawnee.com to learn more about this process.

Sawnee EMC is committed to supporting the principles that make the “cooperative” business structure a success. Over the past five (5) years, Sawnee has retired almost \$40 million to members through general retirements of patronage capital.

If you have any questions about this patronage capital retirement, please contact our Customer Service Department at (770) 887-2363 or via email at customerservice@sawnee.com.

Online Options for Your Account

We are always seeking new, innovative solutions and state-of-the-art technology to better serve our members and exceed their expectations. If you haven't checked out SmartHub in a while, we invite you to visit our online portal to better manage your electric account(s). Whether online at www.sawnee.com or via the free app, Sawnee members can access useful account information.

One of the most popular ways that members utilize SmartHub is to monitor their energy usage. This is also one of the best ways for you to reduce your electric bill. By reviewing and understanding how much energy you are using, you have the power to make adjustments and changes in your electricity consumption before the bill arrives.

SmartHub also allows members to make quick and easy online bill payments and view their billing history. Have an outage at your location? No problem, SmartHub can also help with that through the “Report an Outage” link. Remember, all of these options are available through the app, as well.

For members who want additional, automated notifications, SmartHub has the capability to send you a text or email for many aspects that relate to your account. Once logged on to SmartHub, hover over “Notifications” and select “Manage Notifications.” This section contains options to receive an email or text message regarding bill availability, power outages and many others. It's a great communication tool that is at your disposal.

Questions? Contact a member of our Customer Call Center at 770-887-2363, customerservice@sawnee.com or text us at 678-999-8124.

**SIGN UP FOR
TEXT NOTIFICATIONS**
Enroll your electric account
on SmartHub in order to
receive text notifications
regarding power outages,
billing items and more!
Check it out at
[www.sawnee.com/
smarthub](http://www.sawnee.com/smarthub)



ANNOUNCING 2017 RESIDENTIAL ENERGY REBATES



Anytime is a good time to get more energy efficient, but it's even better when you can receive a Sawnee EMC rebate to help pay for it. Here are the energy rebate programs available to Sawnee EMC residential accounts for 2017.

- **Insulation Upgrade:** Increase your attic insulation to a level of R-49 or greater and receive ½ of the cost, up to \$200. The home must be at least five (5) years old.
- **Second Refrigerator / Freezer Turn In:** Replace your spare working refrigerator or freezer, which must be at least 10 years old, with an Energy Star model and receive a rebate of \$30, plus free removal of the old unit. This rebate does not apply to the replacement of the main kitchen refrigerator.
- **Electric Hybrid Water Heater:** Replace an existing water heater with a hybrid heat pump water heater and receive a \$100 rebate.
- **New HVAC Unit:** Replace an existing HVAC unit with a new 17 SEER unit and receive \$50 per ton. Please note, the yellow ENERGY GUIDE label located on the outdoor unit must clearly state 17 SEER or greater. Recipients must also agree to participate in Sawnee's Load Management program in order to receive this rebate.
- **Duct Sealing:** Receive a rebate of ½ of the cost, up to \$100, for sealing all accessible HVAC ductwork with mastic. Visit Sawnee's Energy Center (www.sawnee.com/rebates) for full details.
- **HVAC Tune Up:** Receive a rebate of ½ of the cost, up to \$20, for each HVAC unit, when you have a "tune up" performed by a licensed HVAC technician. Gas furnace tune ups do not qualify.
- **Program-It:** Sawnee EMC will pay a one-time incentive of \$5 per thermostat for submitting proof of programming a HVAC thermostat to ENERGY STAR guidelines. Visit www.sawnee.com/programmit for instructions and details on how to upload your thermostat images.
- **Variable Speed Pool Pump:** Replace a conventional swimming pool pump with a variable speed pump and receive ½ of the cost, up to \$100 per pump.

Are you a Sawnee EMC commercial member? If so, please be sure to visit us online at www.sawnee.com/incentives for a list of rebates that your business may be eligible for. Questions? Contact a member of Sawnee EMC's Energy Services staff at 770-887-2363 or via email at marketing@sawnee.com if you have any questions about rebate eligibility.

***PLEASE NOTE: The rebates above only apply for work completed in 2017. Please be sure to visit www.sawnee.com/rebates for additional restrictions and limitations on our 2017 energy related rebates and incentives.**

ONLINE PAYMENTS:

THIRD PARTY SITES ARE NOT RECOMMENDED

Sawnee EMC strongly recommends that members use one of our official payment methods, such as our website or mobile app, to make their electric payments. These links can be easily accessed by visiting www.sawnee.com.

Recently, members have informed us about a company that allows customers to make payments to many companies, including Sawnee EMC. Unfortunately, a link to their site appears when customers use a search engine and key in "Sawnee EMC payment." If the customer is not careful to select Sawnee EMC's actual website (www.sawnee.com), they could easily select a third party payment site.

It is not recommended for Sawnee EMC members to use a third party payment site. Not only do these entities, often times, charge a fee for each transaction, the payments are not immediately posted to your Sawnee EMC account and can take up to two (2) weeks to reach us.

It is important to Sawnee EMC to provide our members with the ability to pay their bills and post their payments promptly, without a transaction fee. Please go directly to Sawnee's website at www.sawnee.com to make a payment for your account.

Questions? Please contact a member of Sawnee EMC's Customer Call Center at 770-887-2363 or customerservice@sawnee.com for additional information.



Here's WATTS Cookin' Mint Oreo Truffles

Ingredients:

1 pkg. mint Oreos

1 (8 oz.) pkg. cream cheese, softened

12 oz. semi-sweet chocolate chips

White chocolate chips for garnish

Instructions:

Process the entire package of Oreo cookies in a food processor or blender until crumbs are formed. Combine Oreos and cream cheese with mixer until well combined. Roll truffles into balls, place on plate and freeze for 30 minutes. Melt semi-sweet chocolate and roll truffles in it. Remove and place back on plate. Top with white chocolate drizzle. Refrigerate. Must be kept chilled and they can last up to 5 days.

👉 Thanks to Christen Jakulski for the recipe! Do you have a recipe to share with us? If we print it, we'll credit your account \$5.00. Send your favorite recipe to marketing@sawnee.com.