

# THE SAWNEE HIGHLINER

Volume 37 • Issue 1

## Got a Question? Just Text Us!

Text messaging makes it easy for members, like you, to report a power outage, request a service order update, make a billing inquiry and more from a mobile phone or tablet. Of course, our traditional methods of communication, such as phone and email, are still a good choice when interacting with us, but now you can also get the same answers via text.

You can text Sawnee EMC's Call Center at 678-999-8124 to initiate communication with a local customer service representative. In order to provide the information you need as quickly as possible, be sure to have your SEMC account number or service address available before beginning a text conversation.

You can communicate with Sawnee via text during the normal as well as extended business hours of our Call Center. Please keep in mind that standard messaging rates, as per your phone or data provider, will apply.



### CONTACT US

#### Web Address & Email:

[www.sawnee.com](http://www.sawnee.com)  
[customerservice@sawnee.com](mailto: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

**Success is not final, failure is not fatal; it is the courage to continue that counts."**

**~ Winston Churchill**

*This institution is an equal opportunity provider and employer.*

**SAWNEE ELECTRIC MEMBERSHIP CORPORATION  
UNITED STATES DEPARTMENT OF AGRICULTURE  
RURAL ELECTRIFICATION ADMINISTRATION  
APPENDIX A  
STATEMENT OF NONDISCRIMINATION**

**THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER AND EMPLOYER**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs).

Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

USDA is an equal opportunity provider, employer, and lender.

# 2017 Washington Youth Tour

Do you have a high school student in your home who is at least 16 years old? If so, then check out the information on Sawnee's 2017 Washington Youth Tour. Once a year, Sawnee EMC sends two (2) exceptional high school students from our service area to represent the cooperative on this tour. This educational opportunity brings together approximately 1,500 students from across the country for an incredible week in our nation's capital to learn about electric cooperatives and help develop leadership and team building skills.

The 2017 Washington Youth Tour is an exciting opportunity available to high school students of Sawnee EMC members. Interested students must be at least 16 years of age by June 1, 2017.

The deadline for applications is 5:00 p.m. on February 10, 2017. The event will be held June 8-15, 2017. You can find additional information, including an application form, at [www.sawnee.com/washington](http://www.sawnee.com/washington).

For additional questions on this program, please contact Cindy Badgett, Director of External Affairs, at 678-455-1399 or via email at [cindy.badgett@sawnee.com](mailto:cindy.badgett@sawnee.com).



## Announcement of Base Rate Changes - Effective April 3, 2017

Sawnee EMC has experienced steady increases over the past several years relative to the cost of delivering basic services to its members. Even though many proactive measures have been taken to help mitigate the effect of these increases, it is now necessary to increase the base rate component within five (5) of our current retail rates. The changes take effect on April 3, 2017, and the rates which will see a base rate increase are Residential Service (H), Residential Time of Use (TU), Small Commercial Service (SC), Small Commercial Demand Service (SCD), and Large General Service (G). A customized message about the changes affecting each account is also included on the January billing statement.

Even with these changes, Sawnee remains among the lowest electric providers in Georgia relative to retail rates.

Sawnee EMC's staff works hard every day to provide exceptional electric service, and as your local electric cooperative, our primary goal is to minimize the effects of potential increases, while maintaining cost-effective reliable service that our members can count on. If you have any questions regarding the base rate increase, or any aspect of your Sawnee EMC account, please contact our Customer Call Center via one of our contact methods noted on the front page. We will be glad to assist you.

Rate Schedule	Amount of Base Charge Increase	Estimated Impact on a Typical Bill*
H – Residential Single Phase	\$2.00	1.51%
H – Residential Three Phase	\$2.00	2.49%
TU – Time of Use	\$2.00	1.79%
SC – Small Commercial Single Phase	\$4.00	2.52%
SC – Small Commercial Three Phase	\$4.00	1.60%
SCD – Small Commercial Demand	\$1.58	0.42%
G – Large General Service	\$1.58	0.08%

\*Estimated impacts will vary based on the amount of energy consumed

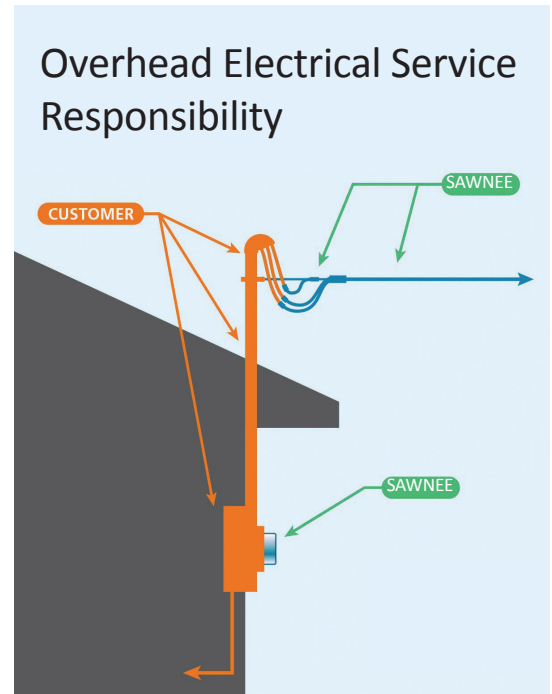
# Overhead Electrical Service Line: What We Repair, What You Repair

Providing safe and reliable electricity to your location is a partnership between you and Sawnee EMC. In certain situations, such as an ice storm, it's important for you to know and understand how your electrical service can be impacted during such an outage.

If the service line feeding your location is overhead, an event like an ice storm can cause damage to the area of your roof where the line connects to your structure. This often occurs when a tree falls on the service line going to a house and pulls the service line away from the weatherhead and/or mast pipe.

Sawnee EMC is responsible for maintaining and repairing the service wires that connect your home to our distribution system (see diagram to the right). You are responsible for maintaining and repairing the weatherhead, the service mast pipe, wires inside these devices and the wires that lead into your home or structure. It is important to know that if these items are damaged, they must be repaired by a licensed electrician before Sawnee EMC can restore service.

The more information you have regarding your overhead electrical service, the more prepared you will be. Please contact our Customer Call Center at 770-887-2363 or [customerservice@sawnee.com](mailto:customerservice@sawnee.com) if you have any questions or if we can provide additional information.



## Here's WATTS Cookin' Slow Cooker Spinach Artichoke Dip

<b>Ingredients:</b>		
1 (10 oz.) bag fresh spinach, roughly chopped	1 (8 oz.) pkg. light cream cheese, cut into 1 inch cubes	1/3 cup white or red onion, finely chopped
1 (13.75 oz.) can artichoke hearts, drained and chopped	1 cup light sour cream	4 cloves garlic, minced
	1 cup mozzarella, shredded	½ tsp. pepper
	½ cup Parmesan cheese	¼ tsp. salt

### Instructions:

Combine all ingredients in a large mixing bowl. Transfer mixture to slow cooker. Cook on low for 3-4 hours or on high for 2 hours.



👉 Thanks to Anne Murillo 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](mailto:marketing@sawnee.com).