

THE SAWNEE HIGHLINER

Volume 39 • Issue 1

See a Streetlight Out? **PLEASE REPORT IT.**

Sawnee EMC maintains over 41,000 streetlights throughout its seven county service territory, and we have some of the most aggressive preventative maintenance programs in the industry. Nevertheless, light fixtures, bulbs, and wires are just like

any other devices...they can potentially malfunction, over time, for various reasons.

As you are probably aware, our electric meters are designed to automatically report when an outage occurs; but that is not the case for a streetlight... our staff or one of our members must report an issue with a light. That is where we need your assistance. If you see a streetlight that needs to be repaired, please let us know so we can repair or replace it ASAP.

Streetlight issues may be reported by phone at **770-887-2363**, by text at **678-**

999-8124, via email to customerservice@sawnee.com or by visiting the outage reporting section of our website at www.sawnee.com/outages. Simply click the "Report Outage" button and complete the online form for a street light outage. In addition, if you have our mobile app, you can simply report the outage from it. If not, you may download it free at the Apple App Store or Google Play... just search "Sawnee EMC".

Please contact Sawnee EMC's Call Center, as noted above, if you have any questions about any aspect of your Sawnee EMC account.

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

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



QUOTABLE QUOTE

Keep your eyes on the stars, and your feet on the ground. "

— Theodore Roosevelt

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 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

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

Announcement of April 1st BASE RATE CHANGES

Over the past several years, Sawnee EMC has experienced steady increases in the factors that make up the cost of service to our members. Even though many forward looking measures have been undertaken by the staff of Sawnee EMC to help mitigate these effects, designed to keep rates as low as possible, it is now necessary to increase the base rate component within five (5) of our "existing" retail rates, effective April 1, 2019.

These changes will affect Sawnee's Residential Service (H-21), Residential Time of Use (TU-25), Small Commercial Service (SC-21), Small Commercial Demand Service (SCD-13), and Large General Service (G-23). A customized bill banner message about these base rate changes is included on the January 2019 statement of each affected account.

Shown in the table below are the increases that will be deployed:

Rate Schedule Affected	Monthly Base Rate Increase
H-21 – Residential Service	\$2.00
TU-25 – Residential Time of Use	\$2.00
SC-21 – Small Commercial Single (1) Phase	\$1.57
SC-21 – Small Commercial Three (3) Phase	\$4.00
SCD-13 – Small Commercial Demand	\$3.01
G-23 – Large General Service	\$3.01

Sawnee EMC's staff works every day to provide exceptional electric service, and as your local, not-for-profit electric cooperative, our primary goal is to minimize the effects of cost increases, while maintaining reliable electric service that members can count on. Even with these upcoming base rate changes, Sawnee still remains among the very best in all of Georgia relative to low electric rates.

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



"Highest in Customer Satisfaction Among Cooperatives"

—J.D. Power

For J.D. Power 2018 award information, visit jdpower.com/awards.

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VIRTUAL SOLAR is Solar Made Easy



www.sawnee.com/virtual-solar

Here comes the sun! Sawnee EMC is excited about our Virtual Solar Program, available to Sawnee EMC residential and qualifying small commercial members.

The Virtual Solar Program provides solar energy access to members who might be excluded from owning and installing their own on site solar facility. Obstacles like upfront cost of installation, excessive roof shading,

restrictive subdivision covenants or landlord prohibitions are frequent barriers to individuals who want to install their own solar panels.

As a participating member of the Virtual Solar Program, the actual energy output of your subscribed portion of the solar assets will be calculated and credited off your bill. This solar energy will offset energy you would have used from our other generation resources.

There are monthly costs associated with participating in the Virtual Solar Program. Our staff recommends you request an impact analysis from our Customer Call Center to find out if the Virtual Solar Program is right for you.

For more details and limitations, as well as, Frequently Asked Questions regarding Virtual Solar, please visit www.sawnee.com/virtual-solar or contact our Customer Call Center at 770-887-2363.



Here's WATTS Cookin' Kale Salad

Ingredients:

2 big bunches kale, destemmed and chopped
1 cup quinoa, cooked (optional)
½ cup slivered almonds, blanched
½ cup dried fruit
2 cups grape tomatoes, halved
½ cup gouda, shredded

Instructions:

Whisk dressing ingredients together and pour into a large wooden bowl. Combine all the other salad ingredients and toss the salad with dressing.

Dressing Ingredients:

1 cup extra virgin olive oil
¼ cup raw apple cider vinegar
½ cup fresh lemon juice
1 tbsp. maple syrup
Dash of red pepper flakes
Pepper and salt, to taste

👉 Thanks to Tara Collins 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.