

# THE SAWNEE HIGHLINER

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## See a Streetlight Out? Please Let Us Know.

Sawnee EMC maintains approximately 40,000 streetlights throughout its seven-county service territory, and utilizes some of the most aggressive preventative maintenance programs in the industry. Nevertheless, light fixtures, bulbs, and wires are just like any other equipment... they can malfunction over time.

As you are probably aware, your SEMC AMI electric meters are designed to automatically report when the power goes off; but that is not the case with a streetlight... someone must report them as being out. That is where your assistance comes in; if you see a streetlight that is not working properly, please let Sawnee know, so that we can send a crew to repair it.

Streetlight issues may be reported by phone (770-887-2363), text (678-999-8124) or via email ([customerservice@sawnee.com](mailto:customerservice@sawnee.com)) or by visiting the outage reporting section of our website at [www.sawnee.com/outages](http://www.sawnee.com/outages). At our website, simply click the "Report

Outage" button and complete the online form for a streetlight outage. In addition, if you have the Sawnee mobile app, you can report the outage from it. You can download it for free at the App Store or Google Play... just search "Sawnee EMC".

Thank you for taking the time to let us know about streetlight outages. It helps us provide superior service that we strive to do each and every day.



**REPORT  
AN OUTAGE:**  
770-887-2363  
678-999-8124 (text)  
[customerservice@sawnee.com](mailto:customerservice@sawnee.com)  
[www.sawnee.com/outages](http://www.sawnee.com/outages)

### 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

**A day without sunshine is like, you know, night."**

— Steve Martin

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

# Sawnee Offers Members a Choice When it Comes to Load Management

For decades, Sawnee EMC members have participated in our Load Management program, which involves a radio-controlled switch being connected to an outside HVAC unit. This program remains very popular, and works perfectly for many members.

## QUESTIONS?

Contact our Customer Call Center at 770-887-2363, [customerservice@sawnee.com](mailto:customerservice@sawnee.com) or text 678-999-8124. We will be glad to help you decide which load management program fits you best.

In an effort to complement the traditional program, we introduced a new Load Management program in 2016 called “Sawnee Smart Savers” which utilizes a participant’s “smart thermostat” to serve as the load control switch during times of peak energy demand, when wholesale electricity prices are at their highest. A Sawnee EMC residential member may participate in either of these two (2) programs. Below are the details of each program.

### Sawnee Smart Savers Program

On Load Management days, when the demand for energy is peaking, Sawnee will communicate with your Wi-Fi connected thermostat to put the HVAC system in energy conservation mode for a period of time. Sawnee members, who enroll for the first time in 2017, will receive a \$50 credit, per thermostat, on their next electric statement. Enrollment details are available at [www.sawnee.com/smartsavers](http://www.sawnee.com/smartsavers).



### Load Management Switch Program

This is our traditional HVAC switch program, which has over 40,000 participants. During times of peak energy demand, Sawnee sends a radio signal to your HVAC switch that temporarily cycles the outside AC compressor off for approximately seven (7) minutes in a 30 minute window. The HVAC system fan inside the home continues to run and circulate air, which helps keep a constant temperature in the home. For each load management switch installed, participants receive a credit of \$36 per summer, per HVAC unit. The credit is applied in three (3) \$12 installments over the June, July and August billing statements. Sign up online at [www.sawnee.com/switch](http://www.sawnee.com/switch).





# PAPERLESS BILLING HAS MANY BENEFITS

Are you still receiving a paper bill in the mail each month? Then, after you make the payment, you must either file it away or attempt to dispose of it safely. What if there was a better alternative – a way that allowed you to view your billing statements and make a payment with just a few clicks on your computer or mobile device? Well, it already exists... it is called eBill. Below are just a few of the benefits of switching your Sawnee account from a paper bill to eBill:

- You receive an email as soon as your bill is ready to view; no need to wait 3 days for the mail
- It saves paper, which is good for the environment
- It's more secure, since paper information is more at risk for mail fraud and identity theft
- It reduces paper clutter and eliminates the need to shred personal documents
- It's more convenient since billing history and usage can be easily accessed via computer

Are you ready to sign up? It's easy. Simply visit [www.sawnee.com](http://www.sawnee.com) and login to SmartHub, our online account portal. Once signed in, click on "My Profile" and select "Update My Printed Bill Settings". Then you will be able to switch the "Printed Bill Status" to "OFF".

You may also contact Sawnee via phone at (770) 887-2363, and we will be glad to sign you up.

**GO  
PAPERLESS AND  
WIN A \$100 GIFT CARD!**  
Sign up for eBill between  
March 1 - April 7, and be  
entered into a drawing to win  
a \$100 gift card - 10 winners  
total. **Don't wait – go  
paperless today!**

# Sawnee Foundation Surpasses \$2 Million in Charitable Giving



The Sawnee Electric Membership Foundation has reached a new milestone of giving. With its latest gifting, the Foundation has now returned over \$2 million to local charitable organizations, schools and others within Sawnee EMC's seven county service territory. This achievement would not have been possible without the generous support of Sawnee members who participate in the Operation Round Up Program. Operation Round Up, created in 2003, allows members to voluntarily round up their electric bills to the next highest dollar, with the "additional change" becoming a tax-deductible donation to the Sawnee Foundation. Grants have supported non-profit charitable organizations, donations to local food banks, classroom grants for teachers, and much more. The

Foundation also oversees Sawnee's youth scholarship program, as well as a scholarship fund for future lineworkers.

For more information and to sign up for Operation Round Up, please contact our Customer Call Center at 770-887-2363 or online at [www.sawnee.com/round\\_up](http://www.sawnee.com/round_up).

## Here's WATTS Cookin' Fire Roasted Tomato Soup

### Ingredients:

1 medium onion, diced	6 oz. can tomato paste	2 cups chicken broth
3 cloves garlic, minced	28 oz. can whole tomatoes	2 tsp. salt
1 tbsp. olive oil	2 (14 oz.) cans fire roasted diced tomatoes	½ tsp. pepper
8 oz. can tomato sauce	2 cups water	1 ½ cups heavy cream
		¼ cup parmesan cheese

### Instructions:

In a large pot add olive oil and saute the onion until it is almost clear. Add the garlic and continue to cook for a few more minutes. Add tomatoes, sauce, paste, water and chicken broth. Bring to a boil and cover. Simmer for about 30 minutes. In a blender or food processor, puree the mixture until it gets to your desired consistency. Add the heavy cream, parmesan cheese, salt and pepper. Let it simmer for another 5 minutes and serve. Yields about 8 cups.



👉 Thanks to Paige Edwards 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).