

# THE SAWNEE HIGHLINER

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## Now You Can Contact Us Via Facebook Messenger

Sawnee EMC has deployed the Facebook (FB) Messenger application into the various communication channels used to interact with members.

**“When it comes to contacting us, we are always looking for ways to make things more convenient for our members,”**

— Blake House, VP of Member Services

With the popularity of social media platforms, like FB, more and more people are turning to them as a way to interact with service providers. The FB Messenger app is an integral part of some of our members' communication tools, so utilizing this application is an ideal way to provide Sawnee members with a quick and easy way to get an account balance, find out if a payment is due, or even report an outage.

Sawnee currently offers telephone, email, texting, and online chat as a part of its customer service support. “We continue to see an ever increasing use of cutting edge communication approaches from our members... other than calling us on the phone,” states Ryan Satterfield, Vice President of Office Services. “Facebook Messenger makes it easy for our members to interact with us when they are looking for information about their account, or just want a simple update,” he adds.

Sawnee interacts with approximately 130 members a day through these alternative communication methods, while also taking over 800 telephone calls per day in its call center located in Cumming, Georgia.

“When it comes to contacting us, we are always looking for ways to make things more convenient for our members,” added Blake House, Vice President of Member Services. “Our customer satisfaction surveys continue to tell us that members are

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### 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

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

**Life is 10 percent what happens to us and 90 percent how we respond to it. "**

— Albert M Wills, Jr.

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

*FB Messenger, continued*

transitioning away from calling us on the phone, and Facebook Messenger helps meet that emerging trend,” he adds.

Sawnee members who are FB users are encouraged to try FB Messenger when communicating with Sawnee to see if it is right for them. To do so, go to Sawnee’s FB page at [www.facebook.com/SawneeEMC](http://www.facebook.com/SawneeEMC), click on the “Send Message” button and start messaging.

AT SAWNEE  
EMC, WE’RE  
MORE THAN  
ELECTRICITY,  
WE’RE  
SERVICE.



## SAWNEE ALSO OFFERS CUSTOMER SERVICE BY TEXT MESSAGE

Need information about your account, but don’t have time to call?

**Just text us at 678-999-8124!**

A simple text to Sawnee and you are quickly engaging with a live Customer Service Representative at our Call Center in Cumming, GA. With text messaging, we now have even more tools for you to quickly communicate with us about your electric account.

You can use your phone or tablet to text message the Sawnee Call Center and obtain account information such as an account balance, payment due date, or report an outage, as well as many other actions.

Sawnee is committed to providing safe and secure interactions on a variety of communication platforms, and as such, members are encouraged to have their account number, service address, or other means of verifying your identity available before beginning a text session.

You can communicate with Sawnee via text during normal and extended Call Center hours, which are posted under the “Contact Us” section at [www.sawnee.com](http://www.sawnee.com). Members are encouraged to keep in mind that if they choose to utilize text messaging with Sawnee, they will be subject to their cellular provider’s standard messaging rates.

Questions? Contact our Call Center at 770-887-2363, [customerservice@sawnee.com](mailto:customerservice@sawnee.com) or better yet... text us at 678-999-8124.

# SEE A STREETLIGHT OUT? PLEASE REPORT IT.

Sawnee EMC maintains over 40,000 streetlights and security lights throughout our seven county service area, and we have some of the most proactive preventative maintenance programs in the industry. Nevertheless, light fixtures, bulbs, and wires are just like any other piece of equipment... they will malfunction over time.

As you are probably aware, our electric meters are designed to automatically report when the power goes off; but that is not the case with a streetlight... someone must report an issue with a light. That is where we need your assistance. If you see a streetlight or security light that needs to be repaired, please let us know so we can fix the issue as soon as possible.

Lighting issues may be reported by phone at 770-887-2363, by text at 678-999-8124, via email to [customerservice@sawnee.com](mailto:customerservice@sawnee.com), Facebook Messenger at [www.facebook.com/SawneeEMC](https://www.facebook.com/SawneeEMC) or by visiting the outage reporting section of our website at [www.sawnee.com/outages](http://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 the Sawnee mobile App, you can simply report the outage from it. You may download it free at the App Store or Google Play... just search "Sawnee EMC".

Thank you, in advance, for taking the time to let us know about a streetlight outage in your area.



# Have You Considered True Natural Gas



*Sawnee EMC is not a certified natural gas marketer in the state of Georgia, but actively promotes the natural gas services of True Natural Gas, the certified natural gas marketer, as a value-added service to Sawnee EMC members.*

Sawnee EMC is excited about its marketing relationship with True Natural Gas, one of Georgia's fastest growing and lowest cost natural gas marketers. True Natural Gas offers you a great opportunity to receive natural gas from a trusted source.

Take time to see how True Natural Gas stacks up to other natural gas marketers in Georgia. Visit the Public Service Commission's website ([www.psc.state.ga.us](http://www.psc.state.ga.us)) and there you will see that True Natural Gas has consistently been a top provider, with the lowest rates for the majority of the past 12 months. That is a record to be proud of!

Additionally, True Natural Gas gives extra rewards to their loyal customers. As consumer investigator Dale Cardwell will tell you, "They're not interested in gimmicks or sign up tricks. True Natural Gas is my #1 choice for natural gas in Georgia." The True Rewards program is their way of saying "thank you" to their loyal customers, by offering monthly bill credits. The longer you stay with True Natural Gas, the more you save, and the savings are automatic.

Sign up today! Contact Sawnee EMC's Customer Call Center at 770-887-2363 or visit [www.truenaturalgas.com](http://www.truenaturalgas.com) for more information or to sign up.

## Here's WATTS Cookin' Are You Kidding Me Cake

### Ingredients:

- 3 large eggs
- 1 box of cake mix, any flavor
- 1 can of pie filling, any flavor

### Instructions:

- Place all three ingredients in a bowl and mix well. Pour mixture into a 9 x 13 inch pan.
- Bake at 350 degrees for 35 minutes.



👉 Thanks to Anne Kaiser 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).