



THE SAWNEE HIGHLINER

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Give Paperless Billing a Try

With Sawnee EMC's paperless billing, you can receive an email or text when your Sawnee EMC billing statement is ready. This program is also referred to as "eBill"; it simply means Sawnee will let you know each month as soon as your bill has been generated and is ready to review and pay. You simply click a link to see your bill, instead of waiting on it to arrive in the mail.

Paperless billing **does not** mean you have to change your current payment method. If you receive eBill notification from Sawnee, you can still pay by any method you would like, including writing a check.

Paperless billing lets you know immediately when your billing statement is ready; so that you do not have to wait for the mail. In fact, you can receive a paper bill **and** an eBill to try it out, and then discontinue the paper bill when you are ready. It is safe and secure, plus, you will be helping us save money on



postage. If you try it, we are certain you will like it.

Sign up for paperless billing by using one of the following methods and start receiving an email or text each month:

- **Text** "**Sign Me Up for eBill**" to 678-999-8124,
- **Chat** online at sawnee.com,
- **Email** customerservice@sawnee.com
- **Call** our Customer Call Center at 770-887-2363

You can also log into the SmartHub online portal and click "Yes" to turn off paper bills upon signing into your 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. - 7:00 p.m.

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

Phone: (770) 887-2363

Fax: (770) 234-6722

Text: (678) 999-8124

TDD: (770) 781-4271



QUOTABLE QUOTE

**Friends and good manners
will carry you where
money won't go.**

— Margaret Walker

This institution is an equal opportunity provider and employer.



YOU Have the Power with PREPAID BILLING

Studies show that prepaid electric customers use less energy than traditional electric users.

Sawnee EMC's Prepaid Billing is as simple as it sounds... participating members pay for their electricity "before" they actually use it. If you think about it, Prepaid Billing is virtually the same as putting gas in your car. Let's say you only have \$30 to spend on gas for the week. You drive to the station, pump in \$30 worth of gas, pay for it and leave. As you drive throughout the week, you monitor the gas gauge, and you make sure to not use all of your gas too quickly. You know that if you drive too much, you will use your \$30 before the week is out. By checking the gauge regularly, you become more prudent and make informed decisions on when and how much gas to use.

We understand there isn't a one size fits all billing method, and Prepaid Billing is simply an alternative method to manage your Sawnee electric account. With traditional billing, you get a bill "after" you have used the electricity; and sometimes it comes as a shock. Prepaid Billing is designed to help ease or eliminate a billing surprise. Studies have shown that prepaid electric customers use less energy than traditional users.

No late fees, deposits or reconnect fees. Unlike traditional residential billing methods, Sawnee EMC's Prepaid Billing members are not required to pay a deposit. Moreover, they are not financially penalized for disconnects or reconnects.

Take control, enjoy the convenience. The process is simple. After you make your initial payment, of at least \$40, to your Sawnee EMC prepaid account, you can continue to add money to the account, as often as you like, and we will do the rest. As you use energy, your account balance goes down. As long as your account is funded, you will continue to have service at your location. You can add money to your prepaid account at any time of the day or night by going to sawnee.com, using our 24-hour automated phone service, or by visiting our 24-hour kiosks at our headquarters. If your service is disconnected at any time, as soon as you add money to your account, it will be restored with zero reconnection fee.

Monitor what you use and spend. You can track your power usage and monitor your account balance online using our **SmartHub** portal or by downloading the Sawnee EMC App from the App Store or Google Play. By monitoring your energy use and adjusting your energy usage habits, you can reduce the amount of electricity you use each day and save money.

Ready to learn more? Visit our prepaid billing website at sawnee.com/prepay for additional information, including "Frequently Asked Questions." If you decide that prepaid billing is right for you, contact our Customer Call Center at 770-887-2363.



See a Sawnee EMC Streetlight Out? Please Report It.

Sawnee EMC maintains over 44,000 streetlights throughout our seven-county service area. And although we have some of the most aggressive preventative maintenance programs in the industry... light fixtures, bulbs, ballasts, and street light wires are just like anything else, they can fail over time and need to be repaired.

As you are probably aware, Sawnee EMC's electric meters are designed to automatically notify us of an outage; but that is not the case with a streetlight... someone must report any issues with a streetlight to us. That is where we need your assistance. If you see a streetlight that needs to be repaired or is not working, please let Sawnee know about it so we can fix or replace it promptly.

Streetlight issues may be reported via our app, online at [sawnee.com/outages](https://www.sawnee.com/outages), by calling 770-887-2363, sending a text to 678-999-8124, chat at [sawnee.com](https://www.sawnee.com) or email to customerservice@sawnee.com.

When reporting a streetlight outage online, simply click the “**Report a Streetlight Problem**” button and complete the online form for a streetlight outage. If you have not downloaded our free app yet, please take time to do so. Not only can you easily report an outage, but you will have access to billing and payment functions as well as information about the amount of electricity your home or business is using. The app provides a suite of helpful tools designed to make your life easier and provide useful information at your fingertips. To download the app, simply search “Sawnee EMC” in the App Store or Google Play.

Thank you, in advance, for taking the time to let us know about a streetlight outage in your area. We are glad to address any issue with streetlights in your area or any aspect of your Sawnee EMC electric account swiftly and to your satisfaction.



**Truly Great Service.
Truly Low Rates.**

TRUE. It's not just their name. It's who they are and what they stand for. True Natural Gas is a company built on honesty, integrity and a straightforward approach to doing business. For nearly 15 years, they've provided Sawnee EMC's members with the best in natural gas – world class service, easy to understand bills, and some of the lowest rates in the state.

True Natural Gas is a local company, based near Newnan, Georgia, and owned by a Cooperative that is here to stay. They work hard to provide low rates coupled with friendly and reliable service. If you have natural gas, do yourself a favor and give them a try to find out your rate options.

For information about current natural gas rates, contact Sawnee EMC's Customer Call Center at 770-887-2363, chat online at sawnee.com, text 678-999-8124 or visit truenaturalgas.com.

NOTE: Sawnee EMC is not a certified natural gas marketer in the state of GA, 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.

Here's WATTS Cookin' Easy Microwave Fudge

Ingredients:

- 1 (16 oz.) container peanut butter
- 1 container of cake frosting, any flavor will work

Instructions:

Remove lids on the peanut butter and cake frosting. Microwave each for 60 seconds. After each is at a consistency to stir, pour into a bowl and stir until well combined. Transfer mixture to a 9x9 inch pan and refrigerate to set.



👉 Thanks to Jeanette Garrett 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.