

# THE SAWNEE HIGHLINER

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## Round Up for a Good Cause



If you have been looking for a way to help those in your community, consider participating in the Sawnee Electric Foundation's Operation Round Up program... it only costs a few pennies each month.

As a Sawnee EMC member, you have the opportunity to help charitable organizations, teachers or even children in need in your community simply by rounding up your monthly power bill to the next whole dollar. Donations are tax deductible and you would only be donating an average of approximately \$6 per year.

Operation Round Up is overseen by an independent, voluntary, Board of Directors who meet quarterly to consider applications; and **100% of the donated funds stay in our local communities.** Over \$4.1 million has been awarded to local charities since 2003, and a Youth Scholarship program has awarded over \$1.1 million to high school seniors served by Sawnee EMC.

For more information on Operation Round Up, visit [sawnee.com/foundation-round-up](http://sawnee.com/foundation-round-up) for more details. You can sign up online or by contacting our Customer Call Center at 770-887-2363, text 678-999-8124, chat at sawnee.com or via email at [customerservice@sawnee.com](mailto:customerservice@sawnee.com).

### 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. - 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

**Perpetual optimism is a force multiplier."**

— Colin Powell

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

# See a Streetlight Out? Please Report It.



Streetlight issues may be reported by

- Smartphone via our App
- Online at [sawnee.com/report-streetlight](https://www.sawnee.com/report-streetlight)
  - Call 770-887-2363
  - Send a text to 678-999-8124
  - Chat at [sawnee.com](https://www.sawnee.com)
- Email us at [customerservice@sawnee.com](mailto:customerservice@sawnee.com)

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

Sawnee EMC maintains over 46,000 streetlights throughout its seven-county service territory. And although we have some of the most robust preventative maintenance programs in the industry... light fixtures, bulbs, ballasts, and wires can fail over time and need to be repaired or replaced.

Our 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. That is where we need your assistance. If you see a streetlight that you feel needs to be repaired, please let us know about it so we can fix or replace it quickly.

When reporting a streetlight outage online, simply 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.

Questions? Please contact our Customer Call Center at 770-887-2363, text 678-999-8124 or chat with us online at [sawnee.com](https://www.sawnee.com).

# Now is the Time to Try Paperless Billing

(You will become a happier Sawnee EMC member when using Paperless Billing.)



With Paperless Billing from Sawnee EMC, you can receive an email or text message when your Sawnee EMC billing statement is ready. This program is also referred to as "eBill"; it simply means Sawnee EMC will let you know each month as soon as your bill has been generated. You simply click a link within the email or text 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 EMC, 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. 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. If you try it, we are certain you will like it.

Signing up for paperless billing and receiving an email or text each month could not be easier. Call our Customer Call Center at 770-887-2363, text 678-999-8124, chat online at [sawnee.com](http://sawnee.com) or email [customerservice@sawnee.com](mailto:customerservice@sawnee.com). You can also log into your SmartHub account and click "Yes" to turn off paper bills upon signing into your account.

## Did You Know?



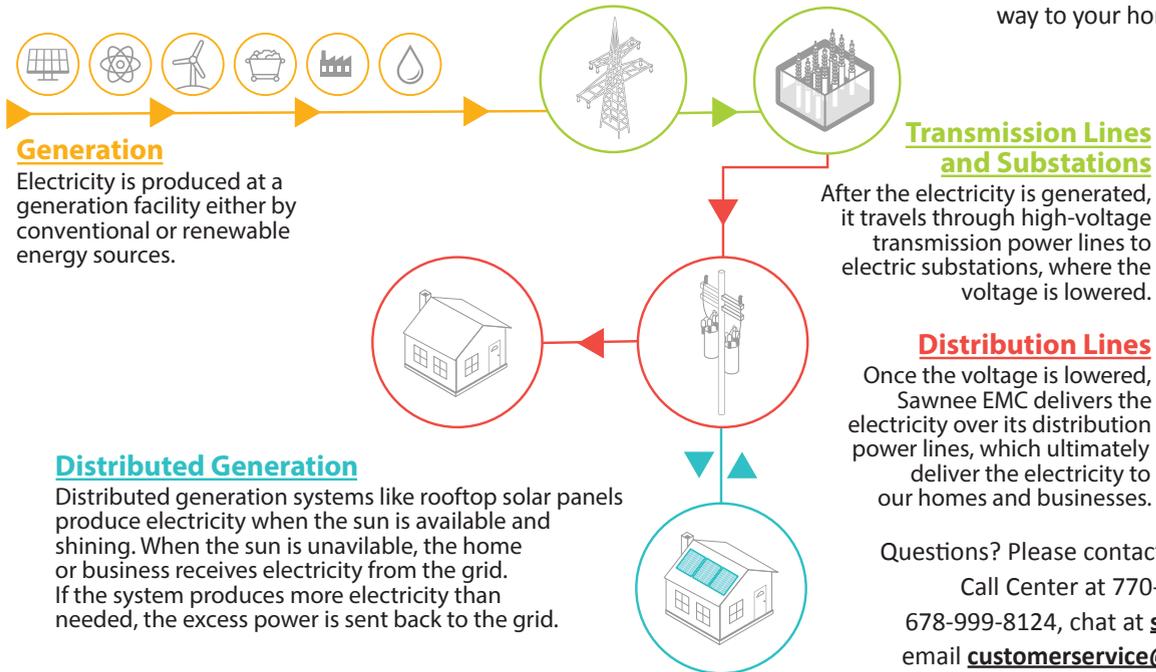
**Sawnee EMC is #1 in Customer Satisfaction  
with Residential Electric Service among Cooperatives,  
2 out of 3 Years!**

For J.D. Power 2022 award information, visit [jdpower.com/awards](http://jdpower.com/awards)



# HOW ELECTRICITY REACHES YOU

Sawnee EMC is a distribution electric cooperative. Our role is generally not to generate electricity, but to deliver it reliably and safely from our substations to homes and businesses throughout our service area. See the infographic below that describes "how" electricity makes its way to your home or business.



Questions? Please contact our Customer Call Center at 770-887-2363, text 678-999-8124, chat at [sawnee.com](http://sawnee.com) or email [customerservice@sawnee.com](mailto:customerservice@sawnee.com).

## Here's WATTS Cookin' Spicy Potato Soup

### Ingredients:

1 lb. ground beef	4 cups water
4 cups potatoes, peeled and cubed	2 tsp. salt
1 small onion, chopped	1 ½ tsp. pepper
3 (8 oz.) cans tomato sauce	½ to 1 tsp. hot pepper sauce

### Instructions:

In a Dutch oven or large pot, brown ground beef. Drain. Place drained beef back in pot and add potatoes, onion and tomato sauce. Stir in water, salt, pepper and hot sauce. Bring to a boil. Reduce heat and simmer for 1 hour or until the potatoes are tender and soup has thickened.



Thanks to Leigh Ghorley 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).