



THE SAWNEE HIGHLINER

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Sawnee EMC Among the LOWEST Electric Rates in Georgia

Sawnee Electric Membership Corporation ranks (7th) best out of 94 electric utilities in Georgia with regard to lowest residential electric rates at the 1,500 kWh level, according to the Georgia Public Service Commission (PSC) Summer 2018 Residential Rate Survey.

These results show that Sawnee continues to improve its overall rate competitiveness and has improved its overall ranking by one (1) position from last year's survey. These results were recently published at the PSC's website (www.psc.state.ga.us).

"This most recent ranking is a testament to the dedication of the men and women who come to work each day, and to the conservative leadership of our Board, for the direct benefit of our members and the communities we serve," states Blake House, Vice President of Member Services. "We collectively work to do the best job we can for our members and that means keeping the lights on and keeping our rates low," he adds.

Sawnee also recently received from the 2018 J. D. Power Award* for "Highest in Customer Satisfaction Among Electric Cooperatives" with a score of 804 out of 1,000 points. No other electric utility, in the U.S., scored this high on the survey.

Additionally, as of September 10th, Sawnee received the highest American Satisfaction Index (ACSI) score measured in 2018 of all Touchstone Energy cooperatives in the nation. Sawnee scored a 93 on their 100-point scale. Sawnee is focused on delivering on the promise of low cost electric service, superior reliability, and exceptional value to its members.

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QUOTABLE QUOTE

What if, today, we were grateful for everything?"

— Charlie Brown

This institution is an equal opportunity provider and employer.

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"We have been focused on keeping our costs low and managing our retail rates for some time, all the while meeting the high expectations of our members by providing a best in class customer experience and a very reliable service, in all conditions" states Michael A. Goodroe, President and CEO of Sawnee. "Operating efficiently is essential to our overall mission and is a core principle of this great organization".



Thank You
for voting us...

"Highest in Customer Satisfaction Among Cooperatives"

—J.D. Power

**Sawnee EMC received the highest score in the Cooperatives segment of the J.D. Power 2018 Electric Utility Residential Customer Satisfaction Study of customers' satisfaction among electric residential customers. Visit // jdpower.com/awards.*

REMINDER – DEADLINE APPROACHING FOR 2018 REBATES AND INCENTIVES



There is never a bad time to make energy upgrades to your home or business. Not only will you see an increase in comfort, but you should also see a difference in your energy usage. Sawnee EMC rebates are not retroactive; therefore, for all upgrades completed this calendar year, the supporting documentation must be submitted to Sawnee no later than December 31, 2018.

Below are the 2018 residential energy efficiency programs that are supported by a rebate:

- **ATTIC INSULATION UPGRADE** – Increase your attic insulation to an R-49 level or greater and receive a rebate of ½ of the cost, up to \$200.
- **ELECTRIC HYBRID WATER HEATER** – Replace an existing water heater with a new energy saving hybrid (heat pump style) water heater and receive a \$100 rebate.
- **HVAC TUNE UP** – Receive ½ of the cost up to \$20 per system when you have a standard HVAC "tune up" performed by a professional on your AC system. **"Gas furnace only" tune ups do not qualify.**
- **2ND REFRIGERATOR/FREEZER TURN IN** – Replace a second working refrigerator or freezer with an Energy Star model and receive a one-time rebate of \$30. The unit must be at least 10 years old. Rebate does not apply to replacing the main kitchen refrigerator.
- **DUCT SEALING** – Receive ½ of the cost, up to a maximum of \$100, for sealing all accessible ductwork with mastic. Be sure to refer to the Energy Center at www.sawnee.com/rebates for the necessary criteria.
- **HEAT PUMP/AIR CONDITIONER** – Receive a rebate of \$50 per ton for installing a new HVAC condensing unit with a rating of 17 SEER or higher, as stated on the unit's yellow ENERGY GUIDE label. In order to receive this rebate, the member must agree to participate in Sawnee's Load Management Program.
- **VARIABLE SPEED POOL PUMP** – Receive a rebate of ½ of the cost up to \$100, per pump, for replacing a single speed pool pump with a variable speed pool pump.

To apply for a rebate, please submit a copy of your invoice or supporting documents to Sawnee EMC's Energy Services Department (marketing@sawnee.com), fax (678-513-8106) or mail a copy (**Sawnee EMC, Energy Services, 543 Atlanta Highway, Cumming, GA 30040**). For a complete list of criteria and guidelines for Sawnee EMC's residential rebate program, please visit www.sawnee.com/rebates. For additional questions, please contact a member of our Energy Services Department at 770-887-2363 or email marketing@sawnee.com.

Space Heater Safety Tips

Space heaters are a great way to warm specific rooms in your home without having to crank up the thermostat, but using space heaters doesn't come without risk! Use the tips below to keep your home safe.

Tip of the Month



DON'T FORGET

Sawnee EMC welcomes American Express for all payments through our many payment channels, including the 24-hour kiosk, online, and automatic draft.



THANK YOU!

To our members who participate in this worthwhile program, thank you. Consider participating in Operation Round Up or making a one-time charitable donation at www.sawnee.com/oru. Your small change can make a **BIG DIFFERENCE!**

Thanks!

DO: Plug your space heater directly into the wall outlet.

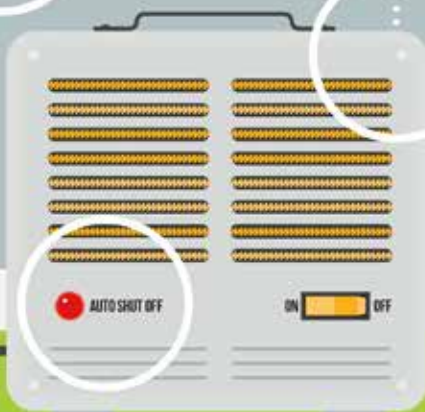


DO: Keep your space heater in low-moisture rooms.

DO: Keep your space heater at a safe distance (at least 3 feet) from kids, pets and flammable items.



DO: Buy a unit with an automatic shutoff in case the unit tips over, or you forget to shut it off.



DO: Always follow the directions and take a broken space heater to a qualified appliance service center.



DON'T: Leave your space heater unattended. Always unplug it before you leave the house or go to bed.



DON'T: Use an extension cord to plug in your space heater. It can cause the heater to over-heat, and can be a tripping hazard.

DON'T: Place your space heater near curtains, clothing, furniture or bedding.



DON'T: Try to repair a broken space heater yourself.



DON'T: Put your space heater in your bathroom. The moisture can damage the unit, which could cause it to malfunction.



Keep These Tips in Mind During Power Outages



Nobody likes a power outage; especially the staff of Sawnee EMC. However, due to storms, trees, and other events... outages do sometimes occur. If you experience a power outage, no matter what time of day or night, you can rest assured that our staff will be working hard to get power restored quickly. Our crews focus on restoring service to the largest number of members as quickly as possible. Then, crews address the issues that are affecting smaller groups of members.

Consider these items during a power outage:

- Our AMI Meter system attempts to automatically report to Sawnee's Control Center that the power is off – so we should know almost immediately when it occurs.
- If power goes "off", check to see if your neighbors have power or not.
- If your location is the only one out of power, check to see if your home's main circuit breaker or outside disconnect has tripped.
- Remember, you can report an outage via Sawnee's website (www.sawnee.com/outages).
- Turn off and/unplug appliances and electrical equipment so when power is restored, you can turn items back on one at a time and eliminate any sudden surges.
- Keep refrigerator and freezer doors "closed" during an outage - an unopened refrigerator keeps food cool for about ~4 hours, and an unopened freezer keeps food frozen for about 48 hours.

The staff of Sawnee EMC is ready to assist you during an outage. In addition to the items above, you can also contact Sawnee EMC's Customer Call Center by telephone (**770-887-2363**), text (**678-999-8124**), go online (www.sawnee.com) or utilize our free app if you should experience an outage.

At Sawnee EMC, We're More Than Electricity, We're Service.

Here's WATTS Cookin' White Chocolate Chip Lemon Bars

Ingredients:

1 $\frac{3}{4}$ cup all-purpose flour, divided
1 cup granulated sugar, divided
 $\frac{1}{3}$ cup butter, softened

$\frac{3}{4}$ cup white chocolate chips
2 eggs, lightly beaten
 $\frac{1}{4}$ cup lemon juice
2 tsp. freshly grated lemon peel
Powdered sugar



Instructions: Preheat oven to 350 degrees. In a medium bowl, stir together 1 cup of flour and $\frac{1}{4}$ cup of sugar. Cut in butter with pastry blender until mixture resembles coarse crumbs. Press mixture into bottom of 9 inch square baking pan. Bake 15 minutes or until lightly browned. Remove from oven and sprinkle white chocolate chips over crust. In another medium bowl, stir together eggs, lemon juice, lemon peel, remaining $\frac{1}{4}$ cup flour and $\frac{3}{4}$ cup sugar and pour over white chocolate chips. Bake 15 minutes or until set. Cool slightly in pan on wire rack and sift with powdered sugar. Cool completely and cut into bars.

👉 Thanks to Lori Gates 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.