



THE SAWNEE HIGHLINER

Volume 39 • Issue 11

NEW Look. NEW Experience. For SMARTHUB.

Sawnee EMC has refreshed and enhanced its mobile App!

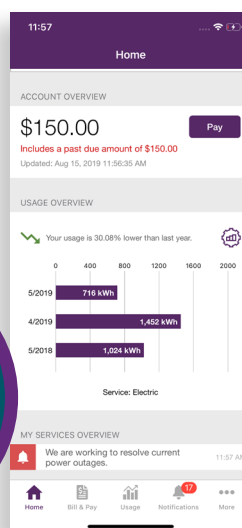
Our SmartHub online and mobile App provides a variety of features that can help you manage your account, from billing and payment information to detailed usage analysis. It is the perfect tool to help you access your account information on the go or online.

Recently, Sawnee EMC rolled out an upgrade for the SmartHub mobile application that will help our members get to the features they need quickly, efficiently, and securely.

First, you'll notice SmartHub has a fresh, new look. When you open the App, you'll be able to see your energy usage analysis right up front and you can also contact us with the click of a button right from the home screen.

Outage and billing alerts are displayed right on the home screen, as well,

Download
the App
Today at
sawnee.com



making it easy for us to communicate important information with you.

Billing, payment and other features are available with one click of a button in a new condensed menu.

We hope these updates will help provide a more user-friendly and efficient experience. All of the features that users love about SmartHub are still available, with a refreshed look and an enhanced user experience.

Don't have our App yet? Download it today for free at the App Store or Google Play; just search "Sawnee EMC".

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. - 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

**This suspense is terrible.
I hope it will last."**







— Oscar Wilde

This institution is an equal opportunity provider and employer.



Nobody likes a power outage; especially the staff of Sawnee EMC. However, thanks 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 the staff of Sawnee will be working hard to get power restored quickly.

Consider these items during a power outage:

-  Thanks to our Automated Metering Infrastructure (AMI) system, the meter automatically reports to Sawnee's Control Center that the power is off – so we generally know as soon as your power goes out.
-  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 may still report an outage via Sawnee's website at www.sawnee.com/outages or via our free App, available at the App Store or Google Play.
-  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 stands ready to assist you during an outage. In addition to the items above, you can also contact Sawnee EMC's Customer Call Center at 770-887-2363, text 678-999-8124 or go online to www.sawnee.com if you should experience an outage.

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

REMINDER – Rebates and Incentives

Deadline Approaching for 2019

There is never a bad time to make "energy" saving upgrades or enhancements to your home or business. Not only will you see an increase in comfort, but you should also see a difference on your energy usage and your bill. But please be aware that Sawnee EMC rebates are "not" retroactive; therefore, for all upgrades completed this year, the supporting documentation must be submitted to Sawnee no later than December 31, 2019.



Below are the 2019 residential energy efficiency programs that are supported by a monetary incentive:

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.



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.



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.



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.



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.



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.



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.



To apply for an energy efficiency rebate credit, please submit a copy of your supporting information to Sawnee EMC's Energy Services Department at marketing@sawnee.com, fax to 678-513-8106 or mail a copy to Sawnee EMC, Energy Services, 543 Atlanta Highway, Cumming, GA 30040. For a complete list of criteria, guidelines and limitations 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 via email at the email address noted above.



With autumn comes colorful leaves, shorter days, and hopefully refreshingly cooler temperatures. But autumn's arrival also means that winter temperatures are usually not far behind. Take time now to prepare for the cooler months ahead. After all, the time to prevent potential heat loss at your home is now, before the cold weather gets here. Here are a few tips that will help keep you warm this winter.

ELIMINATE DRAFTY WINDOWS AND DOORS – In a typical home, there are many places for cold air to come in,

Keep Your Home Warm & Cozy This Winter

and warm air to get out. Until those leaks are plugged, your insulation won't perform at its best. Consider installing foam or rubber weather stripping on the sides and bottom door sweeps of exterior doors to help prevent drafts.

REVERSE CEILING FANS – If your ceiling fan has a reverse switch, then use it. During the heating season, run the fan blades in a clockwise direction (when looking up at the fan) so as to pull air up. This will help push warmer air down from the ceiling without creating wind chill.

CHANGE YOUR AIR FILTER – It can be easy to forget, but it's important to check, clean, or replace your HVAC

air filter(s) every month. Dirty filters restrict airflow and can increase energy demand.

GIVE YOUR INSULATION A BOOST – Much of the heat loss from your home happens in the attic, and attic insulation is one of the best ways to save energy. Sawnee EMC recommends an insulation level of R-49 and offers a rebate for taking this action. *Certain limitations apply, visit www.sawnee.com/rebates for all details.*

For more ideas on how to manage your home's temperature this winter and be energy efficient, be sure to visit our Energy Solutions section at www.sawnee.com.

Here's WATTS Cookin' Charleston Cheese Dip

Ingredients:

½ cup mayonnaise

1 (8 oz.) pkg. cream cheese, softened

1 cup sharp cheddar, grated

½ cup Monterey Jack, grated

2 green onions, finely chopped

Dash of cayenne pepper

8 slices bacon, cooked and crumbled

8 Ritz crackers, crushed

Instructions:

Preheat oven to 350 degrees. In a medium bowl, mix first seven (7) together. Transfer mixture to shallow baking dish. Top with Ritz cracker crumbs and bake for 15 minutes. Serve immediately with crackers or chips.



👉 Thanks to Suzie Rainwater 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.