

THE SAWNEE HIGHLINER

Volume 40 • Issue 11

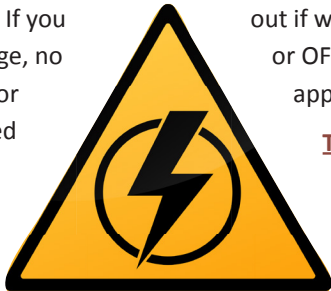
AN OUTAGE SYSTEM Designed with You in Mind

Sawnee's staff continually strives to provide enhanced services that will make your life easier. If you experience a power outage, no matter what time of day or night, you can rest assured that Sawnee will be working hard to get power restored quickly.

While we know almost immediately when your power goes out, we also know you want information about what may be occurring. Below are several resources so you can stay "in the know" the next time you experience a power outage.

My Outage Access

Need to report an outage? Or, maybe there is an outage in your area, and you need to find out if our records indicate the outage is affecting your meter? Simply visit "My Outage" at sawnee.com/my-outage, enter your



Sawnee account number from your most recent billing statement and find out if we believe your power is ON or OFF, the outage cause, and the approximate restoration time.

Text and Email Notifications

Sign up for text and/or email notification updates should you experience a power outage. When

the power is out at your location we will contact you, via your chosen communication method, with updates throughout the restoration process. Sign up for text and email notifications via SmartHub at sawnee.com. Once logged into your account simply click **Notifications > Manage Notifications**.

Track Issue Status

While you are in SmartHub, you can also report a service issue, like a power outage, and learn more about a current

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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.

Phone: (770) 887-2363

Fax: (770) 234-6722

Text: (678) 999-8124

TDD: (770) 781-4271



QUOTABLE QUOTE

Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence."

— Helen Keller

This institution is an equal opportunity provider and employer.

A LEADERSHIP PERSPECTIVE: Giving Back to Our Community

Michael Goodroe, President and CEO



During the past eight (8) months of the pandemic, you have undoubtedly heard or read about Sawnee's concern for the communities we serve. As a cooperative, community involvement is one of the core principles that sets us apart from other types of businesses. We have always taken this mission and responsibility to heart... it's who we are.

Like so many of you, we have risen to meet new challenges surrounding COVID-19. Because of the pandemic, we've made numerous adjustments to programs and operations to maintain business continuity while staying focused on the bigger mission of keeping our staff safe while helping our members during these turbulent times. Who could have imagined back in March, that the COVID-19 virus would amount to a test of our community and our nation? The changing circumstances due to the pandemic have created challenges and opportunities. Over the past several months, we've all been challenged to operate differently, and I believe the staff of Sawnee has stepped up to help our members.

Now, with the holidays fast approaching, these recent events have made us all pause and think about the role we play in our community. While Sawnee's purpose is to provide safe and reliable energy to you, the members we serve, we have a greater mission - to be a force for good.

You're probably aware of our Operation Round-Up program, where we receive donations from generous members like you who have "rounded up" the amount due on their electric bill to help our most vulnerable neighbors. Or our Youth Tour program, where we sponsor our community's brightest young people in Washington, D.C. for a week-long immersion to experience democracy in action.

We know that our core task is to keep the lights on; but our passion is in our community. Because we live and work here too, and we want to make it a better place for all.

Whether providing energy-saving advice to help lower your monthly bill or discuss payment plan options—please reach out to us at 770-887-2363 or visit us online at sawnee.com.

Thank you.

ENHANCED OUTAGE SYSTEM

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outage or a past outage that occurred at your location.

Outage Map

Our outage map shows a "big picture" of all outages that are occurring throughout our entire service area. We have enhanced this tool to provide live weather radar, so you can see weather that is occurring in the area. You can view our outage map at sawnee.com/outage-map.

Additional Reporting

Methods

Report your outage by texting **OUT** to **768482** or report an outage via our iOS or Android app. Download the app by searching "Sawnee EMC" in the App Store or Google Play.

We hope you will take advantage of these options should you experience an outage. If you have any questions, please contact one of our knowledgeable Customer Service Representatives at 770-887-2363, text 678-999-8124 or via email at customerservice@sawnee.com.

REMINDER

Deadline Approaching for 2020 Rebates and Incentives

Anytime is a good time to make energy upgrades to your home. Not only should you feel an increase in comfort, but you should also see a difference in your energy bill. Even better, Sawnee EMC will help you pay for certain energy efficient improvements. Please know, all upgrades must be completed in 2020 and the supporting documentation must be submitted to Sawnee no later than December 31, 2020.

Below are the 2020 residential energy efficiency programs that are supported by an incentive 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.*

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.

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 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 one of Sawnee’s Load Control Programs.

To apply for a 2020 residential energy efficiency rebate, please submit a copy of your invoice or supporting documentation to Sawnee EMC’s Energy Services Department at marketing@sawnee.com, via fax 678-513-8106 or US mail to Sawnee EMC, Energy Services, 543 Atlanta Highway, Cumming, GA 30040. For a complete list of criteria and guidelines for Sawnee EMC’s 2020 residential energy efficiency programs, please visit 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.

FOUR WAYS to Save Energy in the Kitchen

The kitchen is undeniably one of the most beloved rooms in our homes. It's where we gather with family and friends for our favorite meals and memories. But like most of us, you probably aren't thinking about saving energy when you're planning that perfect dish. Here are four ways you can save energy in the kitchen with minimal effort.

1 When possible, cook with smaller appliances. Using smaller kitchen appliances, like a slow cooker, a toaster oven or an air fryer is more energy efficient than using your large stove or oven. According to the Department of Energy, a toaster or air fryer oven uses one-third to one-half as much energy as a full-sized oven.

2 Unplug appliances that draw phantom energy load. These are the appliances that draw energy even when they're not in use, like coffee makers, microwaves and some toaster ovens. The Department of Energy has estimated that a home can use \$100-\$200 in wasted phantom energy costs. Unplug them when they're not in use, or better yet, use a power strip for convenient control.

3 Help large appliances work less. There are small ways you can help your larger kitchen appliances run more efficiently. For example, keep range-top burners clean from spills and fallen foods so they'll reflect heat better. When it's time to put leftovers in the refrigerator, make sure the food is covered and allow it to cool down first. That way, the fridge doesn't have to work harder to cool warm food.

4 Use your dishwasher efficiently. Only run full loads and avoid using the "rinse hold" function on your machine for just a few dirty dishes; it uses 3-7 gallons of hot water each use. You can also save energy by letting your dishes air dry.

Bonus Tip:

An empty freezer uses more energy than a full freezer. The frozen food acts as an insulator to save energy.

Questions? Contact a member of our Energy Services Department at 770-887-2363 or via email at marketing@sawnee.com.

Here's WATTS Cookin' Campfire Trail Mix Pudding

Ingredients:

5 eggs, beaten

1/2 cup heavy whipping cream

1/2 cup sugar

1 teaspoon ground cinnamon

Pinch salt

3 to 4 oz bittersweet chocolate, chopped

1/2 cup trail mix

4 tablespoons unsalted butter

Half of a 10-oz package mini marshmallows, plus for topping, optional

2 sleeves graham crackers, crushed to

medium (not fine) crumbs, plus crumbs for topping, optional

Instructions:

Heat a medium cast iron skillet over medium heat. Mix together the eggs, cream, sugar, cinnamon and salt in a bowl. Add the chopped chocolate, trail mix, marshmallows and graham crackers, and toss to coat. Melt the butter in the hot skillet. Empty the bowl into the skillet and stir to keep from sticking. Cook for about 10 minutes, until set.

Serve warm or cold, topped with more graham crackers crumbs and mini marshmallows if you like. Enjoy!



👉 Thanks to Wendy Lum 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.