

# THE SAWNEE HIGHLINER

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## Affordable Rates and Superior Customer Service



The customer satisfaction level of our member-owners is important to us. We value your views and we are proud to serve you with safe, reliable and affordable electricity. Take a moment to read more about "how" being a member-owner of Sawnee EMC makes a difference.

According to the latest Georgia Public Service Commission (PSC) Summer Residential Rate Survey, Sawnee EMC's electric rates are extremely competitive. At the 1,500 kWh usage level, a Sawnee EMC bill is \$179.32 and Georgia Power Company bill is \$210.72. That is a difference of \$31.40 per billing period.

Sawnee EMC has also received the J. D. Power Award\* for **"Highest in Customer Satisfaction Among Electric Cooperatives"** in 2018 and 2020. Additionally, as of July 1st, Sawnee received its American Satisfaction Index (ACSI) score, and for 2021, Sawnee EMC scored a "93" on their 100-point scale. This score further demonstrates our focus on delivering the promise of low-cost electric service, superior reliability, and exceptional value to its members.

There is more demand for electricity than ever before and the professional and dedicated team at Sawnee EMC understands that it is a necessity to work hard each day to power your life – safely, reliably and affordably.

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

\*Sawnee EMC received the highest score in the Cooperatives segment of the J.D. Power 2020 Electric Utility Residential Customer Satisfaction Study of customers' satisfaction among electric residential customers. Visit [jdpower.com/awards](https://jdpower.com/awards).

### CONTACT US

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Cumming, GA 30040

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### QUOTABLE QUOTE

**Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time. "**

**— Thomas A. Edison**

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



## REMINDER

# Deadline Approaching for 2021 Rebates and Incentives

Anytime is a good time to make energy upgrades to your home or business. Not only should you feel an increase in comfort, but you should also see a difference in your monthly energy usage. Even better, Sawnee EMC will help you pay\* for certain energy efficient improvements. Below are the 2021 residential energy efficiency programs that are supported by an incentive:

**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.

**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.

**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.

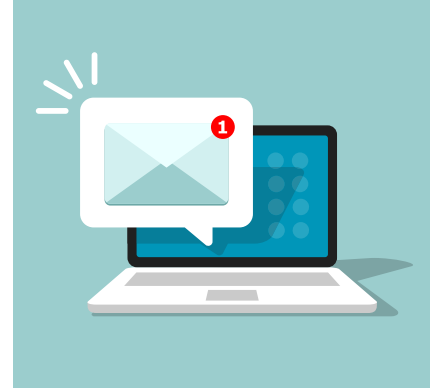
**LEVEL 2 CHARGER** – Receive a one-time rebate for \$250 for installing a Level 2 electric vehicle charger. Must participate in one of Sawnee EMC’s Time of Use rates to qualify.

To apply for a rebate credit, please submit a copy of your invoice or paperwork to Sawnee EMC’s Energy Services Department at [marketing@sawnee.com](mailto:marketing@sawnee.com), fax 770-454-0139 or mail a copy to 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 [sawnee.com/rebates](http://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.

*\* Please know, all upgrades must be completed in 2021 and the documentation must be submitted to Sawnee by December 31, 2021. Certain restrictions and limitations apply.*

# Four Misconceptions About PAPERLESS BILLING

With Sawnee EMC paperless billing, you can receive an email or text notification when your Sawnee EMC billing statement is ready. Additionally, with the recent postage rate increase, paperless billing can be a way of helping your cooperative control its cost. We understand that some members may be hesitant about paperless billing, so below are four (4) common paperless billing misconceptions our Customer Call Center generally receives from our member-owners:



## MISCONCEPTION #1: Paperless Billing Isn't Secure

We understand sometimes there is worry about the safety and security of paperless billing. Do keep in mind, paper statements are not free of risk... mail can be delivered to the incorrect address or intercepted into the wrong hands. We take the security of your information very seriously and have multiple safety measures in place to protect your personal information. As an alternative, you can keep your paper bill and sign up for eBill to try it out and then discontinue the paper bill when you are ready.

## MISCONCEPTION #2: Paper Bills Remind Me to Pay

This is a common message we hear from members and incoming mail does serve as a bill reminder. A benefit of paperless billing is a direct email reminder to your inbox or a text to your smartphone that shows your billing statement is ready. Even if you are away from your home for an extended period or on vacation, you can still receive an email or text reminder that your bill is ready or that it is due.

## MISCONCEPTION #3: I Won't Have Billing Statements for My Records

Think of paperless billing as your "virtual filing cabinet." Through your Sawnee EMC SmartHub online account, you can easily access 12 months of past billing statements. If you need assistance finding an item in your virtual filing cabinet with Sawnee, you can always count on our knowledgeable Customer Service Representatives to assist via phone, text or chat.

## MISCONCEPTION #4: Enrolling in Paperless Billing is Too Complicated

Signing up for paperless billing and receiving an email or text each month could not be easier. With several options, one is sure to meet your needs. You can call our Customer Call Center at 770-887-2363, text "**Sign Me Up for eBill**" to 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.

Give paperless billing a try. You may find you like it. Remember, paperless billing does **not** mean you have to change your current payment method. Even if you receive an email or text bill notification from Sawnee EMC, you can still pay by any method you prefer, including check payments. Questions? Please contact our Customer Call Center via one of the methods noted in the above paragraph.



**Thank you for helping us rank Best in Residential Customer Satisfaction among Cooperatives, 2 out of 3 Years.**

For J.D. Power 2020 award information, visit [jdpower.com/awards](http://jdpower.com/awards)



Sawnee Electric Membership

## Local Projects Receive FOUNDATION Grants

Giving back to our communities is a core cooperative principle and Sawnee's Operation Round Up Program is a great way for Sawnee EMC members to give back locally.

The Sawnee Foundation, established in 2003, recently distributed more than \$42,000 in grants to local organizations and school teachers. The funds were derived in part from Sawnee member-owners through the Operation Round Up Program. Operation Round Up allows participating members to round up their electric bill to the next dollar. On average, participants contribute \$6.00 per year. The money collected through Operation Round Up is directed to the Foundation and 100% is then administered in a series of grants by its voluntary Board of Directors.

Recently, the Sawnee Foundation Board approved grants totaling \$31,944 for local charitable organizations and \$10,339.27 for its Bright Ideas teacher grants. The recipients are listed below:

### Charitable Organizations

- Dawson Co. Wee Books Program, Inc.
- CASA of Forsyth County, Inc.
- Community Helping Place, Inc.
- Society of St. Vincent de Paul, Inc.
- Variety – The Children's Charity of GA
- American Cancer Society, Inc.
- Sawnee Association of the Arts, Inc.
- Reaping Nature Educational Outreach Foundation
- Fill Ministries, Inc.

To learn more about Sawnee EMC Foundation's Operation Round Up Program or to make a donation, visit [sawnee.com/oru](http://sawnee.com/oru) or contact Sawnee EMC's Customer Call Center at 770-887-2363, text 678-999-8124 or chat at [sawnee.com](http://sawnee.com).

### In a recipient's words...

*"With a donation from the Operation Round Up program, Meals by Grace will purchase food to benefit over 200 children and families in our Client-Choice Pantry. The relief a family feels—knowing they are food secure for the week—is the crucial first step out of crisis; and our volunteers are there to walk with them, into confidence and self-sufficiency."*

Suellen Daniels, Co-Founder  
Fill Ministries, Inc.

### Bright Ideas Classroom Grants

- Denmark High School
- East Forsyth High School
- West Forsyth County
- Whitlow Elementary School
- Hendricks Middle School

## Here's WATTS Cookin' Gluten-free Peanut Butter Chocolate Chip Cookies

### Ingredients:

- |                                 |                         |
|---------------------------------|-------------------------|
| 1 cup firmly packed brown sugar | 1 teaspoon baking soda  |
| 1 cup peanut butter             | 3/4 cup chocolate chips |
| 1 egg                           |                         |

### Instructions:

Preheat oven to 350 degrees. Line baking sheet with parchment paper. Stir together brown sugar, peanut butter, egg and baking soda. Fold in chocolate chips. Using a cookie scoop, place scoops onto baking sheet. Bake for 10 minutes. Cool on cookie sheet for 5 minutes. Transfer to wire racks and let cool completely.



👉 Thanks to Stephanie Martin 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).