

# THE SAWNEE HIGHLINER

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## Small Change Makes a BIG Difference



Whether it is a penny, nickel or dime, the act of members donating small change can make a big difference for the Sawnee Electric Membership Foundation. The Foundation was established by Sawnee EMC in 2003 as an avenue to give back to our local communities. While the Foundation gives back in many ways, the best opportunity is the partnership with Sawnee EMC members through Operation Round Up.

That difference, 100% seemingly small change, goes directly to the Foundation and is then distributed to local charitable organizations within our communities. The Foundation also helps our local teachers by way of its Bright Ideas Program. Bright Ideas is a path for teachers to receive funding for classroom projects or programs that may not have been funded otherwise. It can mean a tactile board for a special needs classroom or a hands-on learning opportunity to creatively teach science to students. Since the Foundation's inception, over \$4.4 million has been gifted to local charitable organizations and our Bright Ideas teacher recipients. This is possible due to Sawnee EMC's members who donate an average of 50 cents per month.

With #GivingTuesday occurring this month, please take time to either sign up for Operation Round-Up on a reoccurring monthly basis or consider making a one-time donation on your electric bill. You can go online to [sawnee.com/oru](http://sawnee.com/oru) for donations and sign up or contact our Customer Call Center at 770-887-2363.

Thank you for your time and consideration of this worthy program and for being a member of Sawnee EMC.

Participating  
Sawnee members  
can opt to "round up"  
their electric bill each  
month to the next  
highest dollar.

### 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



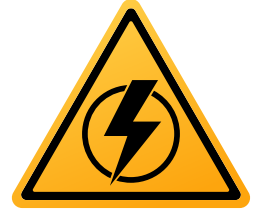
### QUOTABLE QUOTE

**Genius is one percent  
inspiration and ninety-nine  
percent perspiration."**

**— Thomas Edison**

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

# A Lineworker Timeline: Restoring a Power Outage



*“How long is it going to take?”* That is a familiar question to all of us who work in the electric industry. It's the first thing people think when the lights go out. For the staff of Sawnee EMC, it's always a good feeling to help members by getting their lights back on. But what does it take?

The delivery of electricity occurs via hundreds of miles of lines, poles and equipment. That's a lot of exposure for something to happen and cause an outage. Just like your home, our system has protective devices that help us reduce the exposure of the line and limit the size of the outage. Ever wonder why your lights blink a few times before going off? That's the protective device operating.

The timeline below is an example of what a Sawnee EMC crew may experience – hopefully, this will give you a better understanding of the process and the work that Sawnee EMC line crews undertake to restore your power.

## Typical Outage Timeline

### THE OUTAGE BEGINS:

#### 10:35 p.m. Your Sawnee EMC line crew is contacted.

When an outage occurs after hours, our on-call linemen receive a call.

### RESPONDING TO THE OUTAGE:

**11:00 p.m. The drive.** A regular after-hours outage often requires us to respond from home. Depending on where the outage is, the drive can take up to an hour.

**11:45 p.m. Arrival and line inspection.** Upon arrival, we may drive by a few times. The first time, the crew is most likely driving to the breaker to verify that it's open. The second time, it may be to visually check the line for what may have caused the outage. It's a time-consuming step, but one of the most important parts of restoring an outage. Our crews look for issues due to fallen trees, tree limbs, lightning, and even animals.

### THE PROCESS OF REPAIRS:

**12:30 a.m. Outage cause located, but safety first.** Once the cause of the outage is located, there are vital safety steps that must be taken before we can start the work. We isolate and ground the line to protect from back feed. We also install grounds as close to the work location as we can. These grounds connect the neutral wire to all primary wires, making them safe to work on.

**1:30 a.m. All safety procedures are in place. We can begin the work.** If an outage is caused by tree, we must cut the tree and free the wire. Linemen have to be careful. Downed trees can shift, and roll while being cut. With power lines under tension, there is an extra layer of danger and special care must be used.

**2:00 a.m. The tree has been cleared and restoration begins.** If a pole is off the road, and we can't get a bucket truck to it we must climb the pole. We remove all the broken material and inspect the top of the pole for damage. The lineworker up on the pole will guide a new crossarm onto the bolts and tighten them. Then, the wire will be lifted up, placed on the arm and tied in. After completing all the work in the air, we will remove our grounds.

**3:00 a.m. Repairs complete.** At this point you might see us drive by again. This is good news because the power is about to be restored. Remember the breaker we checked at the beginning of the outage process? We need to recheck it and then speak with dispatch to get clearance to re-energize.

**3:15 a.m. Power restored. Outage over.** Keep in mind this is just one scenario; not every outage is the same. Each outage varies in restoration time. If the tree had broken a pole, it would have been a longer event.

**4:15 a.m. Lineworker returns home, safe and sound.**

We will always be committed to serving you and our communities with safe and reliable electricity. If you have any questions or need to report a power outage, please contact our Customer Call Center at 770-887-2363, email [customerservice@sawnee.com](mailto:customerservice@sawnee.com) or utilize our app, which can be downloaded by searching "Sawnee EMC" in Google Play or the App Store.

**We're More Than Electricity, We're Service.**



# REBATES



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 usage. Even better, Sawnee EMC will help you pay for certain energy efficient improvements. Please know, all upgrades must be completed in 2023 and the documentation must be submitted to Sawnee EMC by December 31, 2023.

Below are the 2023 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.***

**\$ Duct Sealing –** Receive ½ of the cost, up to a maximum of \$100, for sealing all accessible ductwork with mastic.

**\$ 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 one of Sawnee EMC’s Load Control Programs.

**\$ Smart Thermostat –** Receive a one-time \$25 rebate for each smart thermostat purchased in 2023. Member must also participate in Sawnee EMC’s Smart Savers or Load Management program.

**\$ Level 2 Charger –** Receive a one-time rebate of \$200 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.

## Applications for 2024 Youth Programs



Do you have a high school student in your home? If so, Sawnee EMC and the Sawnee Foundation are proud to offer two (2) youth programs for students residing in our service area.

### 2024 Washington Youth Tour

The Washington Youth Tour is an exciting educational opportunity available to children of Sawnee EMC members. This is a weeklong experience in our nation's Capital that focuses on the creation and operation of America's Electric Cooperatives, our American history, and the U.S. Government. Interested students must be at least 16 years of age by June 1, 2024. The application deadline is 5:00 pm on **January 12, 2024** and the trip is set for **June**

**14-21, 2024.** You can find additional information, including an application form, at [sawnee.com/washington-youth-tour](http://sawnee.com/washington-youth-tour).

### Sawnee Electric Membership Foundation Youth Scholarship Program

In the spring of 2024, the Sawnee Foundation will be awarding scholarships to some exceptional high school seniors residing in Sawnee's service area. We must receive all applications no later than 5:00 pm on **January 12, 2024**. Please visit [sawnee.com/scholarships](http://sawnee.com/scholarships) for additional information, requirements, and an application form.

For details, please contact Mandy Love, Director of Marketing, at 678-455-1579 or email [mandy.love@sawnee.com](mailto:mandy.love@sawnee.com).

**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)



## Here's WATTS Cookin' Classic White Bean & Pasta Soup

### Ingredients:

1 (15 oz.) can Great Northern beans,  
rinsed and drained  
1 cup dry ditalini pasta, cooked al  
dente and drained  
¼ cup extra virgin olive oil  
3 med. garlic cloves, minced

½ med. yellow onion, finely chopped  
2 med. celery ribs, finely chopped  
2 med. carrots, rough chopped  
(enough to stand out in soup)  
3 cups NO SALT chicken broth  
(Do not use "Low Salt")

2 teaspoons Kosher salt  
1 teaspoon black pepper  
½ teaspoon red pepper flakes  
½ cup Topping herbs to taste (basil,  
mint, or fresh oregano)  
¼ cup scallions chopped

### Instructions:

In a large pot on medium, heat extra virgin olive oil and garlic to just to begin simmering, then reduce heat a bit and add salt, pepper, pepper flakes, onion and celery and soften for 3 minutes, stirring frequently. Add carrots and keep stirring and cook another 2 minutes. Stir in chicken broth, turn up heat to boiling, reduce to medium and add pasta. Ensure that pasta cooks long enough to absorb some of the broth flavor. Let stand for 5 minutes. Stir and serve with toppings. Serves 2-4 people.

👉 Thanks to Dirk Bender 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).