



# THE SAWNEE HIGHLINER

Volume 38 • Issue 9

## Sawnee EMC Receives 2018 J.D. Power Award for Highest in Customer Satisfaction

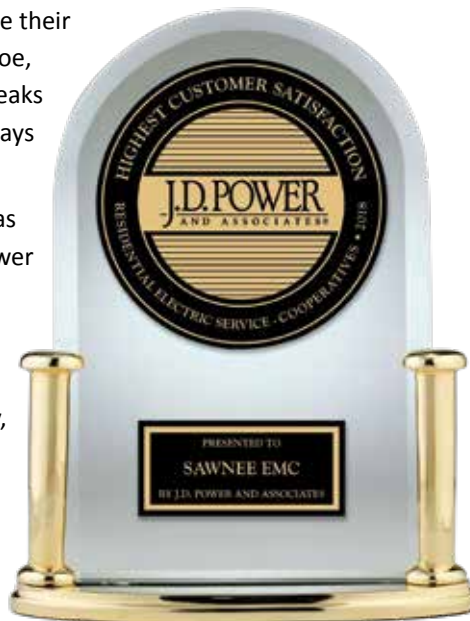
On July 10, 2018, Sawnee EMC received an award from J.D. Power for "Highest Customer Satisfaction" among Cooperatives in their 2018 Electric Utility Residential Customer Satisfaction study. Sawnee received a score of 804, out of a possible 1,000 and was one of only two (2) utilities in the nation, surveyed by J.D. Power, to score above the 800 level.

"This is a great honor for the dedicated men and women that call Sawnee home each day, and also for the over 154,000 members who entrust us to meet their energy needs and serve their communities," states Michael A. Goodroe, President and CEO of Sawnee. "This speaks volumes about our commitment to always put our members first," he adds.

This is not the first time that Sawnee has been recognized nationally as a J.D. Power recipient; Sawnee received a similar award in 2013.

Sawnee is committed to delivering world-class customer service, reliability, and innovative products and services to its members.

Thank you to all that give us such high marks.



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### QUOTABLE QUOTE

**Failure is simply the opportunity to begin again, this time more intelligently."**

— Henry Ford

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



# Lighting Labels and Lingo

These days, we all have endless options when it comes to purchasing light bulbs, but the labels may be confusing! Use the information below as a helpful guide for browsing the bulb aisle at your favorite home improvement store.

## Lighting Facts

Per Bulb

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<b>Brightness</b>	<b>655 lumens</b>
<b>Estimated Yearly Energy Cost</b>	<b>\$1.08</b>
Based on 3 hrs/day 11c/kWh Cost depends on rates and use	
	
<b>Life</b>	<b>22.8 years</b>
Based on 3 hrs/day	
<b>Light Appearance</b>	
<div style="display: flex; justify-content: space-between; width: 100%;"> <span>Warm</span> <span>Cool</span> </div> <div style="text-align: center; margin-top: 5px;">  </div>	
<b>Energy Used</b>	<b>9 watts</b>

Source: U.S. Department of Energy

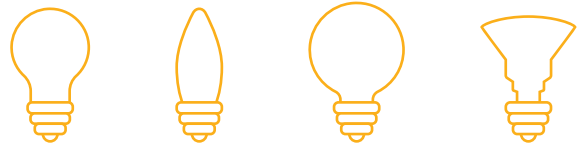
## Read the Label

Under the Energy Labeling Rule, all light bulb manufacturers are required to give consumers key, easy-to-understand information on a bulb's energy efficiency. Take advantage of the Lighting Facts label, which gives you the information you need to buy the most energy-efficient bulb to meet your lighting needs. The label includes information on the bulb's brightness, energy cost, life expectancy, light appearance and energy used (watts).

## Save Energy

Bulbs are available in many shapes and sizes to fit your home's needs. Choosing more efficient bulbs can help reduce energy consumption and save you money!

- LEDs use 25%-30% less energy and last 8 to 25 times longer than halogen incandescent bulbs.
- Purchase ENERGY STAR-rated bulbs to maximize energy efficiency.



## Buy Lumens, not Watts

"Lumens" measure the amount of light produced by a bulb. "Watts" measure the energy consumption of a bulb.

*Tip: To replace a 100-watt incandescent bulb, look for a bulb that produces about 1,600 lumens.*



Incandescent  
100 watt  
1,600 lumens



LED  
14 – 20 watt  
1,600 lumens

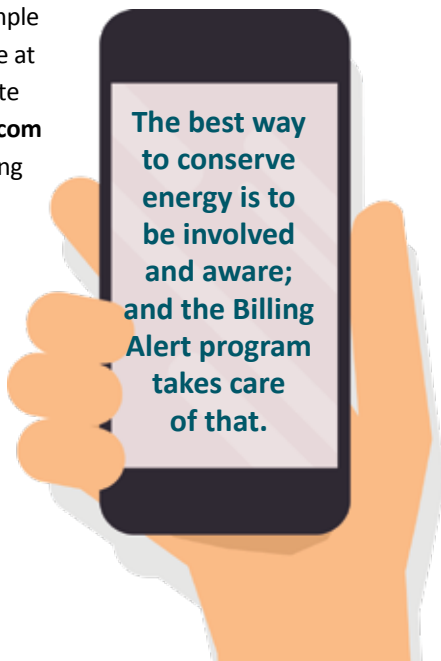
## Sawnee Announces Its Enhanced Billing Alert Program

A popular program, first introduced by Sawnee in 2013, has been updated, improved, and is ready for you to use.

Sawnee is excited about this "new" and improved version of its Billing Alert Program, which has become a very important conservation tool for many of our members. Historically, members have depended on it to keep them aware of their energy usage throughout the current billing period, before they get their next bill.

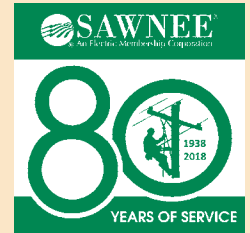
Keeping up with daily energy usage is not a "top of mind" issue for most of Sawnee EMC's members, but most people would like to keep their monthly energy bill as "low as possible." This is where the Billing Alert Program can help. It allows Sawnee members to enter a dollar amount threshold, and as their monthly bill approaches that amount, they receive email alerts about how their estimated power bill is progressing towards that amount. Enrolled members can receive up to three (3) emails as they approach their threshold. This service is designed to eliminate surprises when receiving a monthly power bill; and the threshold amount can be changed at any time depending on the season.

Signing up is simple and can be done at Sawnee's website ([www.sawnee.com/alerts](http://www.sawnee.com/alerts)), by calling our Customer Call Center at (770) 887-2363 or via text at 678-999-8124.



## Mark Your Calendar for Sawnee's 80th Annual Meeting of Members

Please make plans to attend Sawnee EMC's 2018 Annual Meeting of Members on Saturday, October 6, 2018 at the Sawnee EMC Corporate campus located at 543 Atlanta Highway



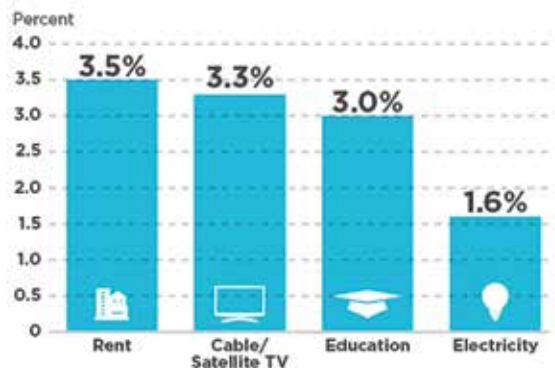
in Cumming. Registration and breakfast will begin at approximately 8:00 a.m. and the business session is scheduled to occur at approximately 10:20 a.m. There will be activities and entertainment for the entire family to enjoy, the local hospital will be performing wellness checks that day and we will have energy efficiency information available.

We look forward to seeing you at this year's Annual Meeting. Please contact our Customer Call Center at 770-887-2363 or via email at [customerservice@sawnee.com](mailto:customerservice@sawnee.com) if you have any questions.

## Electricity Remains a Good Value

The cost of powering your home has risen slowly compared to other common expenses. Looking at price increases over the last five (5) years, it's easy to see electricity remains a good value!

Average Annual Price Increase 2012-2017



Sources: U.S. Bureau of Labor Statistics Consumer Price Index

# Have You Considered True Natural Gas?

Sawnee EMC couldn't be more proud of the marketing relationship it has with True Natural Gas, one of Georgia's fastest growing and lowest cost natural gas marketers. True offers Sawnee EMC members the opportunity to receive natural gas service from a trusted source, and at an excellent rate.

Take time to see how True Natural Gas stacks up to other natural gas marketers. Visit the Georgia Public Service Commission's website at [www.psc.state.ga.us](http://www.psc.state.ga.us). There you will see that True Natural Gas has been one of the top providers with the lowest standard fixed rate for the majority of the past 12 months. That is a record that is hard to beat!

***"They're not interested in gimmicks or sign up tricks; True Natural Gas is my #1 choice for natural gas in Georgia."***

— Dale Cardwell,  
Consumer Investigator

As consumer investigator Dale Cardwell says, "They're not interested in gimmicks or sign up tricks; True Natural Gas is my #1 choice for natural gas in Georgia." Additionally, True Natural Gas rewards their loyal customers. The "True Rewards" program is their "thank you" to loyal customers, which offers incremental bill credits. The longer you stay with True Natural Gas, the more you save and the savings are automatic.

Sign up today! Contact Sawnee EMC's Customer Call Center at 770-887-2363 or visit [www.truenaturalgas.com](http://www.truenaturalgas.com) for more information.

*Note: Sawnee EMC is not a certified natural gas marketer in the state of Georgia, but actively promotes the natural gas services of True Natural Gas, the certified natural gas marketer, as a value-added service to Sawnee EMC members.*

## Here's WATTS Cookin' No Bake Pineapple Pie

### Ingredients:

- 1 pkg. (3.4 oz.) instant vanilla pudding mix
- 2 cups sour cream
- 1 tbsp. sugar
- 1 (20 oz.) can crushed pineapple, do not drain

### Instructions:

In a large bowl, add crushed pineapple (with juice), pudding mix, sugar and sour cream. Mix until combined. Pour mixture into pie crust and chill for at least two hours.



 Thanks to Phil Sheridan 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).