



# THE SAWNEE HIGHLINER

Volume 39 • Issue 9

## JOIN US FOR SAWNEE'S 81ST ANNUAL MEETING OF MEMBERS

### SATURDAY, OCTOBER 5<sup>th</sup>

Please make plans to attend Sawnee EMC's 2019 Annual Meeting of Members on **Saturday, October 5, 2019** at the Sawnee EMC Corporate Campus located at **543 Atlanta Highway in Cumming**. Registration and breakfast will begin at approximately 8:00 am and the Business Session is scheduled for approximately 10:20 a.m. There will be

many fun activities and entertainment for your family's enjoyment, and the local hospital will be onsite performing wellness checks.

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** if you have any questions.

#### 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. - 9:00 p.m.

Sat. 8:00 a.m. - 5:00 p.m.

Phone: (770) 887-2363

Fax: (678) 947-3368

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#### QUOTABLE QUOTE

**It's not the situation,  
but whether we react  
negative or respond  
positive to the situation  
that is important. "**

**— Zig Ziglar**

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

# ENHANCED OUTAGE SYSTEM

## Designed with You in Mind

Sawnee's staff strives to provide enhanced services that will make our members lives easier. One area we recently identified from member feedback is our outage reporting and information system. Therefore, we have developed an enhanced suite of tools to help members navigate a power outage, should one occur. Below is a summary of these new tools, available at [www.sawnee.com](http://www.sawnee.com).

### My Outage Access

Need to report an outage? 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 [www.sawnee.com/my-outage](http://www.sawnee.com/my-outage), enter your Sawnee account number and find out if your power is ON or OFF, the outage cause, and the approximate restoration time.

### Outage Map

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

### Text & Email Notifications

Sign up for text and/or email notifications to receive up to date information should you experience a power outage. We will contact you if the power goes out; giving the reason, as well as limited updates throughout the restoration process. Sign up for text and email notifications via SmartHub at [www.sawnee.com](http://www.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 outage or a past outage that occurred at your location.

We hope you will take advantage of these enhanced features for outage reporting and related information. 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](mailto:customerservice@sawnee.com).



# Sawnee Tops in ACSI Among Utilities

Sawnee EMC recently completed its annual membership-wide customer satisfaction survey. Over 150,000 Sawnee EMC members were asked to complete the survey; either online via an email invitation or with the printed postcard insert in their May billing statement. The responses received from the membership were sent for review and analyzed to determine the American Customer Satisfaction Index (ACSI), which measures customer satisfaction across multiple industries throughout the United States.

For 2019, Sawnee EMC received an ACSI score of "93", out of a maximum score of 100. This score comes in the wake of Sawnee's J.D. Power award as highest in customer satisfaction among cooperatives in 2018. As a not-for-profit electric cooperative, Sawnee operates for the benefit of its member-owners and this business model allows

its staff to make member satisfaction a top priority.

Sawnee's ACSI rating tops all investor-owned utilities 2019 scores to date. Sawnee ranks 18 points higher than the average cooperative score of 75, as well as 20 points higher than the average investor-owned-utility and municipal utility, per the 2019 ACSI Utility Sector Report. The year's ACSI data shows that Sawnee EMC remains at the top tier of customer satisfaction. Additionally, Sawnee was one of 13 electric cooperatives in the nation to receive a score of 90 or higher in 2019 thus far.

Questions? Please contact our Customer Call Center at 770-887-2363 or via email at [customerservice@sawnee.com](mailto:customerservice@sawnee.com).

*The year's ACSI data shows that Sawnee EMC remains at the top tier of customer satisfaction.*

**"The ACSI provides a unique benchmark and measure of our member's satisfaction. Our score**

**further demonstrates that Sawnee EMC exists to serve its members and provide reliable, affordable and safe electricity every day. We strive to accomplish that goal with one of our greatest assets - our knowledgeable staff and their dedication to member satisfaction."**

**Michael A. Goodroe, President and CEO**



## THANK YOU

**for taking the time to complete our 2019 Customer Satisfaction Survey. Your comments were humbling and our staff enjoyed reading them. Below are a few we received.**

**We appreciate your feedback and are proud to be your electric cooperative.**

*"We lost power one night, my wife called to report the issue not expecting anyone to come till the next day, it was late in the evening. To our surprise the crews were at the house in an hour and had everything fixed by daylight. It really was unbelievable."*

*"Very reasonable rates, rebates and excellent customer service with great online access and information."*

*"We had a streetlight out on our cul-de-sac. I called customer service and they were very helpful and had a crew out to change the light promptly."*

*"Sawnee has always responded quickly to any of our concerns. They keep trees clear of lines and get out here quickly if we have a tree that looks threatening."*



# Give True Natural Gas a Try

Sawnee EMC is proud of our relationship with True Natural Gas, one of Georgia's fastest growing and lowest cost natural gas marketers. True offers you the opportunity to receive natural gas service from a trusted source, at an excellent rate.

Take time now to see how True Natural Gas stacks up to other natural gas marketers. Visit the 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. True Natural Gas is local, reliable and trusted in the natural gas industry.

Additionally, True Natural Gas rewards their loyal customers. 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." 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! Find out what it means to be True. Contact Sawnee EMC's Customer Call Center at 770-887-2363, text 678-999-1824 or visit [www.truenaturalgas.com](http://www.truenaturalgas.com).

*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 its members.*

## Here's WATTS Cookin' Watermelon Lemonade

### Ingredients:

½ small seedless watermelon  
3 cups cranberry juice  
3 cups lemonade

1 cup fresh mint leaves  
2 cups ice cubes for serving

### Instructions:

Cut watermelon into small pieces. Place cut up pieces in a blender and process until smooth. Pour through a fine strainer. Mix cranberry juice, lemonade and watermelon juice. Pour over ice and garnish with mint leaves.



👉 Thanks to Belinda Smith 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).