

THE SAWNEE HIGHLINER

Volume 41 • Issue 9

How to Keep the Air in Your Duct System...and Money in Your Wallet

Most of us never think about our home's HVAC ductwork; we simply enjoy the cool or warm air that comes out all year long. But sometimes, ductwork has unseen leaks that could be costing you money. Properly sealing your HVAC system will help it work more efficiently, improve air quality...and reduce your electric usage.

While some ducts are concealed in walls and between floors, others are located in attics, crawlspaces, basements and garages. If easily accessible, you can make a repair with little effort by using mastic or metal tape. In addition to sealing leaks you have found, check the connections at vents and registers. They should also be well sealed where they meet the floors, walls and ceiling.

Also, it is very important that your duct system is insulated. As air travels through your ducts, it should stay cool during the summer and warm during the winter. Ductwork located in areas where temperatures get hot or cold, such as crawlspaces and attics, need to be insulated to make sure the air running through the ducts isn't affected by temperature extremes.

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



Duct Sealing Rebate

You may be eligible for a rebate of half of the cost up to \$100 for having a professional seal your accessible ductwork with mastic. Limitations apply, please visit Sawnee EMC's website at sawnee.com for all rebate details.

CONTACT US

Web Address & Email:

www.sawnee.comcustomerservice@sawnee.com

Business Office Hours:

Mon. - Fri. 8:00 a.m. - 5:00 p.m.

Physical Address:

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Cumming, GA 30040

Customer Call Center:

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TDD: (770) 781-4271



QUOTABLE QUOTE

When you are courting a nice girl an hour seems like a second. When you sit on a red-hot cinder a second seems like an hour. That's relativity. "

Albert Einstein

This institution is an equal opportunity provider and employer.

There's a lot to gain from staying True

Natural Gas



Sawnee EMC has been offering the superior natural gas services of **True Natural Gas** for 14 years. During that time, over 80,000 Sawnee EMC members have enjoyed the benefits of True... extremely low rates and excellent customer service. So, if you have natural gas in your home or business, and you are not a True Natural Gas customer, you owe it to yourself to switch now, and start receiving your True Rewards.



GET REWARDED FOR STAYING TRUE. True Natural Gas is not interested in gimmicks or sign-up tricks. They are part of a cooperative, just like Sawnee, and are committed to serving their customers. True believes that their loyal customers are their most valuable... and they want to **prove it to you.**



THE SAVINGS ARE AUTOMATIC. When you are a loyal True Natural Gas customer and pay your natural gas bill every month, you become eligible for **"True Rewards."** After 12 consecutive months of incident-free payments, True Natural Gas will begin taking fifty cents off your customer service charge every month. And, every 12 months after, if you continue to keep uninterrupted service and keep your True payments in good standing, they will take another 50 cents off. Stay with True Natural Gas long enough and your monthly service charge could be as low as \$3.45 a month.



TRUE REWARDS IS ONLY THE BEGINNING. The loyalty program is their way of saying "thank you" and just one of the ways they show their commitment to being the best natural gas provider in the state of Georgia. True Natural Gas offers honest pricing and truly low rates, along with customer service that is considered the best in the natural gas market. It's easy to be loyal to True Natural Gas... and that is why they will be loyal to you.

Ready to sign up for natural gas service through True Natural Gas? It's easy. Contact Sawnee EMC's Customer Call Center at 770-887-2363 or visit truenaturalgas.com.

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 its members.



Sawnee EMC Tops in National Survey Among Utilities

Sawnee EMC recently completed its annual membership-wide customer satisfaction survey. Over 166,000 Sawnee EMC members were asked to complete this year's 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 then sent to the developers of the American Customer Satisfaction Index (ACSI), which measures customer satisfaction across multiple industries throughout the United States.

For 2021, Sawnee EMC received an ACSI score of "93" out of a maximum score of 100. This was one of the highest scores in the nation. As a member-owned electric cooperative, Sawnee operates such that its decisions are meant to benefit its members; and the cooperative business model allows its staff to make member satisfaction a top priority.

Sawnee's score is higher than all investor-owned utility scores and it places Sawnee 21 points higher than the average electric cooperative score of 72, as well as 22 points higher than the average municipal utility score of 71, as per the ACSI Utility Sector Report.

This year's ACSI score shows that Sawnee EMC remains at the top tier of customer satisfaction, with only 14 other electric cooperatives within Touchstone Energy receiving a score of 90 or greater.

Questions? Please contact our Customer Call Center at 770-887-2363 or via email at customerservice@sawnee.com.



Michael A. Goodroe, Sawnee EMC President and CEO, states "This year's ACSI score provides a unique benchmark for us and our members and is a great measure of our members overall satisfaction with us as a company. Our score further demonstrates that the staff of Sawnee EMC exists to serve its members and provide reliable, affordable and safe electricity every day. We strive to accomplish these goals with one of our greatest assets - our knowledgeable staff and their dedication to member satisfaction."

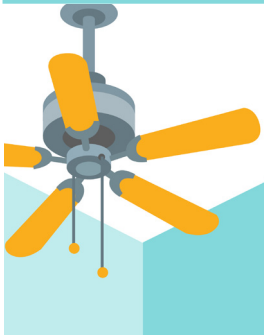


Thank you for helping us rank Best in Residential Customer Satisfaction among Cooperatives, 2 out of 3 Years.

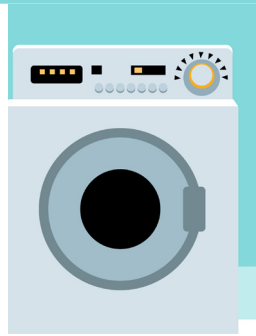
For J.D. Power 2020 award information, visit jdpower.com/awards

Three Ways to Beat the Heat and Save Electricity

September can be a tricky weather month for Georgians. The official end of summer will sometimes have a touch of fall in the air, but still has its fair share of hot and humid days. For the remaining hot days we have, follow these three (3) easy tips to keep your home operating as cool as possible.



Instead of turning down the AC, use ceiling fans to make rooms feel a few degrees cooler.



Delay heat producing chores like running the dishwasher or doing laundry until the evening hours.



Keep blinds and curtains closed during the day – especially for east and west facing windows.

Find more energy saving tips online at sawnee.com. Questions? Contact a member of our Customer Call Center at 770-887-2363, text 678-999-8124 or chat online at sawnee.com.

Here's WATTS Cookin'

Pistachio Cake

Ingredients:

1 yellow cake mix

1 pistachio pudding mix (not sugar-free)

4 eggs

½ cup oil

1 cup club soda

1 cup chopped walnuts

Instructions:

Mix the first five ingredients together; fold in the walnuts. Pour into a greased and floured loaf or Bundt pan. Bake in a 350 degree preheated oven for 45 to 60 minutes. For a Bundt cake, you can sprinkle with powdered sugar after it is fully cooled. If desired, cake can be iced by mixing the following ingredients until light and fluffy: 1 pint heavy cream, 1 cup whole milk, 1 box pistachio pudding.



👉 Thanks to Sue Glaskey 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.