

THE SAWNEE HIGHLINER

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Join Us for Sawnee EMC's 84th Annual Meeting of Members

Saturday, October 1, 2022

Please make plans to attend the 2022 Annual Meeting of Members on **Saturday, October 1, 2022** on the Sawnee EMC Corporate Campus located at **543 Atlanta Road in Cumming**. Drive-through registration will begin at approximately 8:00 am and will conclude at approximately 11:00 am. Additionally, we will hold an in-person business session which will convene at approximately 11:00 a.m. If you wish to stay for the business session, please let a staff member know when you register. All Sawnee EMC members who complete the drive-through registration process will be entered into a drawing for prizes and winners will be notified on Monday, October 3rd. Please note, members do not have to be present at the business session to be eligible to win a prize. This year, Sawnee EMC will not host vendors or entertainment at the Annual Meeting.

We look forward to seeing you at this year's Annual Meeting. You can learn more at sawnee.com/annual-meeting. Please contact our Customer Call Center at 770-887-2363, text 678-999-8124, email at customerservice@sawnee.com or chat at sawnee.com if you have any questions.



CONTACT US

Web Address & Email:

www.sawnee.com

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

**Strive not to be a success,
but rather to be of value. ”**

— Albert Einstein

This institution is an equal opportunity provider and employer.

THE POWER OF PREPARATION

Severe weather events can occur at any time, however, our area can experience frequent thunderstorms during summer afternoons; so it makes sense to be prepared. During a power outage or other emergency, this means having enough food, water and supplies to last – just in case.

In honor of September being National Preparedness Month, we wanted to remind our members about the power of preparation. There are several practical steps you can take to keep you and your family ready.

Even at a modest level, preparation can help reduce stress, anxiety and lessen the impact of an emergency event. Below are a few general guidelines recommended by the Federal Emergency Management Agency (FEMA):



- Assemble a grab-and-go kit. Include items like nonperishable food, water (one gallon per person, per day), hygiene products, batteries, flashlights, prescription medications, first-aid kit, battery-powered radio and phone chargers



- Develop a plan for communicating with family and friends (i.e. via text, third party app, etc.)



- Have some extra cash available; during a power outage, electronic card readers and ATM machines may not work



- Store important documents (birth certificates, property deed, etc.) in safe place away from home (for example, a bank safe deposit box)



- Organize your supplies so they are together in an easily accessible location that family members know about

At Sawnee EMC, we care about your safety. Planning for an emergency can give you more confidence to deal with severe weather and potential outages. You can easily and quickly report an outage through our app. If you haven't already, be sure to download the app by searching "**Sawnee EMC**" on the App Store or Google Play.

Questions? Contact a member our Customer Call Center at 770-887-2363, text 678-999-8124, email customerservice@sawnee.com or chat at [sawnee.com](https://www.sawnee.com).



Sawnee Tops in National Survey Among Utilities

Sawnee EMC recently completed its annual membership-wide Customer Satisfaction Survey. Over 169,000 Sawnee members were asked to complete the survey; either online from an email invitation, or with the printed postcard insert with 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 2022, Sawnee EMC received an ACSI score of "94" out of a maximum score of 100. This was one of the highest scores in the nation. By comparison, the average electric cooperative scored a "73", as per the ACSI Utility Sector Report. As a member-owned electric cooperative, Sawnee EMC operates such that its decisions are meant solely to

benefit its members; and the cooperative business model allows the staff to make member satisfaction one of their top priorities.

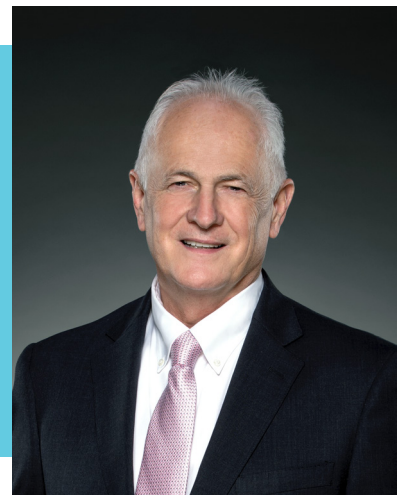
Additionally, Sawnee EMC scored higher than any investor-owned utility in the entire sector and continues to remain at the top tier of customer satisfaction. Only fifteen (15) other electric cooperatives within Touchstone Energy received a score of 90 or greater. Touchstone Energy Cooperatives is a national network of electric cooperatives across 46 states.

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

Thank you for considering us your trusted energy partner.



Michael A. Goodroe, Sawnee EMC President and CEO, states "We are pleased with our performance progress, and we look forward to continuing our upward trend of member satisfaction and furthering the co-op difference of reliably provided affordable power to our members."



There's a Lot to Gain from Staying True



Sawnee EMC has been offering the superior natural gas services of **True Natural Gas** for approximately 15 years. During that time, almost 90,000 Sawnee EMC members

have enjoyed the benefits of True Natural Gas...competitive natural gas 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 ones...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 (\$0.50) 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, True will take another \$0.50 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 competitive 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 Georgia, but actively promotes the natural gas services of True Natural Gas as a value-added service to its members.

Here's WATTS Cookin' Chocolate Chip Party Cake

Ingredients:

1 box of yellow cake mix	1 cup oil
2 (3 ½ oz) pkgs instant chocolate pudding mix	1 1/2 cups water
4 eggs	12 oz. pkg semi-sweet chocolate chips
	Powdered sugar or Cool Whip

Instructions:

Stir together first 5 ingredients in a mixing bowl, add chocolate chips. Pour into a greased Bundt pan. Bake at 350 degrees for 45 minutes. Let cool in pan for 10 minutes and then cool on rack. Once completely cool, sprinkle with powder sugar or top with Cool Whip. Serves 10-12.



👉 Thanks to Evann Conrad 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.