

2012 HOME SHOWS  
COUPONS AND MORE

Save Energy and Money  
HomePlus Loans Extended

# JEMCOnews

A PUBLICATION FOR JACKSON EMC MEMBERS

February 2012

You've Got  
the Tools,  
We've Got  
the Tips

*When the Job Goes  
Beyond Your Tool Belt,  
We're Here to Help*

HIGHEST IN CUSTOMER SATISFACTION AMONG  
MIDSIZE UTILITIES IN THE SOUTH  
BY J.D. POWER AND ASSOCIATES





President/CEO  
Randall Pugh

*Randall Pugh*

Jackson EMC received the highest numerical score among midsize utilities in the South region in the proprietary J.D. Power and Associates 2011 Electric Utility Residential Customer Satisfaction Study.<sup>SM</sup> Study based on 98,562 online interviews ranking the 30 largest providers in the South (AL, AK, DC, FL, GA, LA, MS, NM, OK, NC, SC, TN, TX, VA). Proprietary study results are based on experiences and perceptions of consumers surveyed in July 2010-May 2011. Your experiences may vary. Visit [jdpower.com](http://jdpower.com).

JEMCO news

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K.D. Bryant Graham, Editor.

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Jemco News,  
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## Take Advantage of Us

Many members have been part of the cooperative for decades and have never called on us, but that's what we're here for. Whether you're a residential or commercial member, we have got the people and resources to help you get the most out of your cooperative experience.

In this issue, you'll read about our Residential Marketing services that can help you with everything from making a home more energy efficient to do-it-yourself tips. Our Commercial/Industrial Marketing group offers similar services to our business members. From complimentary energy audits to green initiatives, commercial members can call on their account representatives to provide a variety of energy services to help their businesses save money.

In addition to products and services, you're entitled to financial services such as credit union membership, 5% loan financing and the limited-time 0% financing program for energy efficiency improvements for qualifying members. Jackson EMC is partners with the Associated Credit Union, a financial cooperative. Contact them at [www.acuonline.org](http://www.acuonline.org) for more information on auto loans, home mortgages, credit cards and more.

You can also investigate your rate to be sure you're getting the most out of your energy dollars. Our lifestyles are as varied as our zip codes. Very often, it comes down to your preference, but did you

know we offer energy efficient rates to members who help us save? Next month's *Jemco News* will feature the Time of Use rate, which reduces your rate when you agree not to use electricity during peak demand times between June and September.

If you're on a fixed income due to disability or you're a senior citizen, you may qualify for senior, disabled and/or low-income assistance. You can call your district office and speak with a customer service representative about your or a loved one's qualifications.

On a different financial front, Jackson EMC offers scholarship and leadership development opportunities for our youth. While this year's deadline has passed for our scholarship applications, there's still time to contact high school counselors about the Washington Youth Tour delegate opportunity. Four delegates will represent Jackson EMC in Washington, D.C., June 14-21, 2012. Applications are due by February 24, and can be downloaded at [www.jacksonemc.com/youthtour](http://www.jacksonemc.com/youthtour). For more information, you can "Like" us on Facebook at [www.facebook.com/JacksonEMC](http://www.facebook.com/JacksonEMC).

You'll see coupons for three area home shows on page 7 as well. When the opportunity to partner with other organizations presents itself, we like to pass those member benefits on to you.

Come to a district office, call us or visit us online. We're here to make your cooperative experience better. Take advantage of our products, services and expertise. We're here to serve you. ▲

## online@cts

### Join the JEMC Community

Become part of the JEMC community and get tips on saving energy, community news, outage updates during severe weather and more. Follow us on Facebook at [www.facebook.com/JacksonEMC](http://www.facebook.com/JacksonEMC) and on Twitter at [www.twitter.com/JacksonEMC](http://www.twitter.com/JacksonEMC).

We use our social media channels to interact with you; however, remember to report an outage, please call us or visit us online from your laptop at [www.jacksonemc.com](http://www.jacksonemc.com). ▲



# 5 TIPS

## to Save

These quick and easy do-it-yourself tips will help you save energy and money. Do them yourself or visit our do-it-yourself page at [www.jacksonemc.com/diy](http://www.jacksonemc.com/diy) for tips.

**1 Unplug It** – Some energy efficient fix-its require no tools at all. It's estimated that phantom loads can add up to 10 percent to a home's electric bill. Laptops, cell phone chargers left plugged in, items with remote control appliances with digital clocks and appliances with standby indicator lights are constantly pulling power. You can use power strips to turn electronics off to eliminate the phantom load. Common phantom loads include:

- TVs
- VCRs, DVD players and DVRs
- Cell phone chargers (and any other battery chargers)
- Clock radios
- Computers and printers
- Coffeemakers
- Power strips
- Microwave ovens
- Any device that is programmable
- Any device with a power light or standby indicator light



**2 Stop Draining Your Energy Dollars** – Installing low-flow showerheads and low-flow aerators on water faucets. A low-flow showerhead uses approximately 2.5 gallons of water per minute as opposed to 6 gallons per minute for traditional showerheads. A WaterSense-qualified showerhead cost from \$15-\$100. Saving gallons of water reduces the amount of water your water heater has to heat, which affects your energy bill. Faucets made after 1994 come with low-flow aerators. If yours is older, a faucet change is a do-it-yourself project that can save you energy and water.

**3 Ditch the Dirty Filters** – An HVAC system works harder to circulate air through dirty filters. We recommend changing your filters according to the manufacturer's change dates; however, you can do a visual inspection of your filter to determine if it's dirty sooner than the change date.



**4 Set Your Way to Savings** – Set your thermostat a degree higher for air conditioning and a degree lower for heating, and you could save up to \$100 per year on your utility bill. Purchasing a programmable thermostat can help you manage your thermostat settings long-term, and save energy dollars.

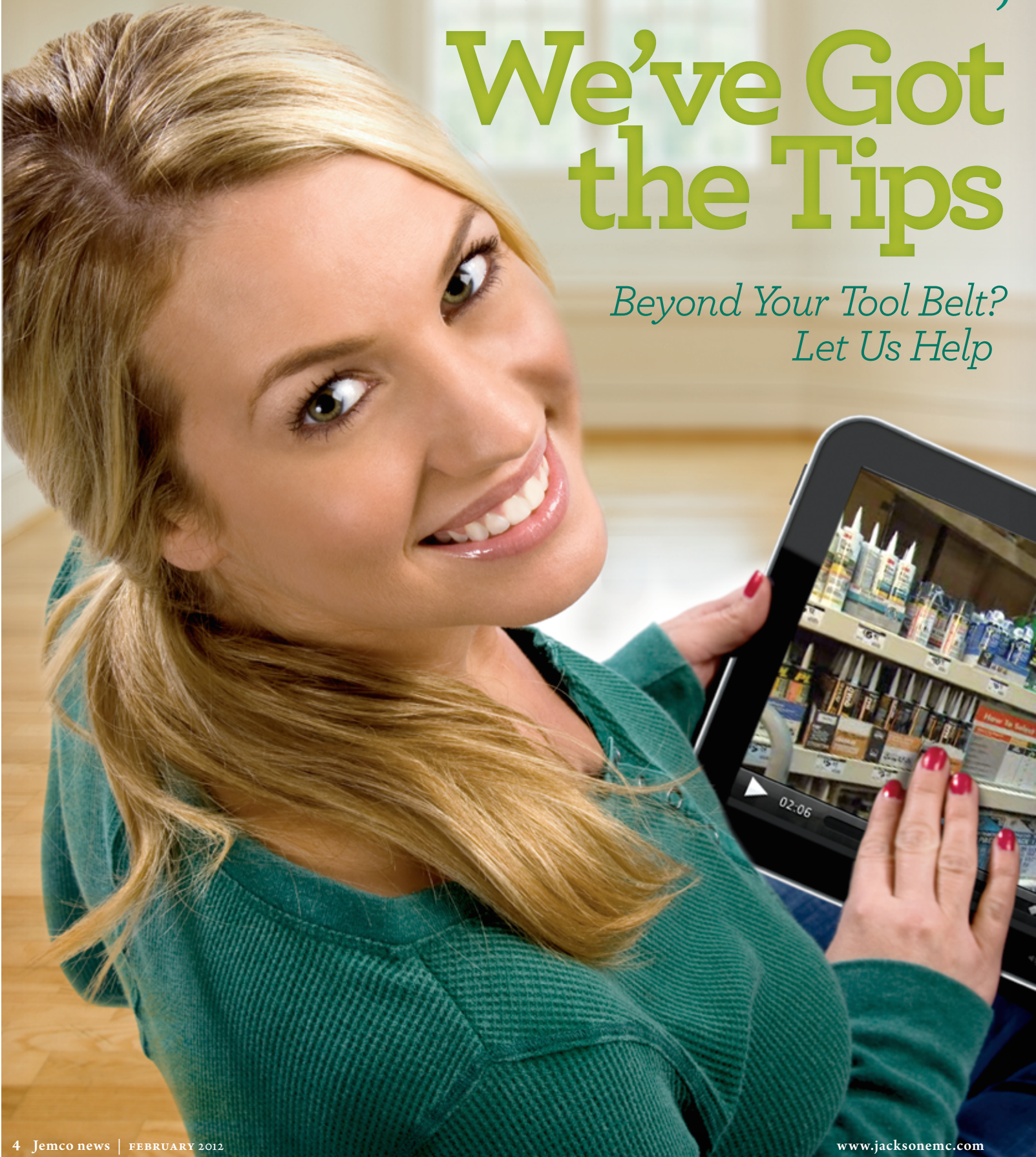
**5 Keep Cool Air in Its Place** – Your refrigerator is the single biggest energy-consuming kitchen appliance, and playing peek-a-boo in and out of it can cost you valuable energy dollars. Opening the refrigerator door accounts for \$30 to \$60 of a typical household's electricity bill each year. Be mindful of how long you keep your fridge open, and make a conscious effort to decrease it, when you can.

Visit us at [www.jacksonemc.com/DIY](http://www.jacksonemc.com/DIY) for instructions, videos and tips to making your home energy efficient. ▲



# You've Got the Tools, We've Got the Tips

*Beyond Your Tool Belt?  
Let Us Help*



There's something empowering about fixing things yourself — dusting off the tool belt, reading the instructions and solving the problem. When it comes to energy efficiency, JEMC has the tools to make doing-it-yourself a breeze. When doing-it-yourself isn't an option, we're here to help. Our Right Choice™ suite of products and services offers everything from do-it-yourself audit kits to a scientific analysis of your home's energy efficiency.

### Small Changes Can Make a Big Difference

Sometimes it can be as simple as changing out your incandescent bulbs for compact fluorescent light (CFL) options. ENERGY STAR® qualified CFLs use about 75 percent less electricity than traditional incandescent bulbs and last six times longer.

Check out our CFL videos at [www.jacksonemc.com/cfls](http://www.jacksonemc.com/cfls) to learn what to look for in a CFL and the variety of lighting choices available.



### Caulk and Seal Your Way to Efficiency

Sealing small leaks around doors, windows, plumbing and other openings can reduce heating and air conditioning costs by 10 percent or more. Installing pre-cut foam gaskets behind light switch and outlet plates can stop drafts and save energy.

Before you load your caulking gun, check out our how-to videos and instructions on our website at [www.jacksonemc.com/diy](http://www.jacksonemc.com/diy). HGTV's Pat Simpson will give you tips on inexpensive products to purchase before you get started. See step-by-step instructions and videos on topics such as insulating your attic access and weatherstripping around doors and windows.

### When the Job Goes Beyond Your Tool Belt, We're Here to Help

Some jobs can be more complicated or require professional attention. We can help determine if your job is one for the professionals. You may also qualify for rebates and 0% financing when you get those repairs made using our Right Choice network contractors.

We'll take the guesswork out with our most accurate and scientific analysis done by energy experts using the Right Choice Home Performance with ENERGY STAR Audit. You'll receive a prioritized recommendation list so you can decide what you need to do to suit your comfort and wallet.




## It Pays to Be Energy Efficient

Money doesn't grow out of sockets, but we've got something close with a variety of financing and rebate options.

Rebates are available to offset the costs of a Right Choice Home Performance with ENERGY STAR Audit. Depending on your improvements, several products qualify for rebates. JEMC offers rebates for qualified water heaters and electric heat pumps. Visit our site at [www.jacksonemc.com/rebates](http://www.jacksonemc.com/rebates) for more details.

If needed repairs are at least \$1,000, you may qualify for the 0% Annual Percentage Rate (APR) HomePlus Loan. The 0% financing offer is available for a limited time, so call us today to get started. Financing applies to ENERGY STAR qualified appliances such as refrigerators, freezers, washers and dishwashers. If you're not in the market for appliances, but need insulation, water heaters, ductwork repair or an HVAC unit, the 0% financing offer may help you get the job done and get a little more time to pay it off, interest free.

Visit us online or call your district office to speak with a JEMC Residential Marketing representative to get started. For money-saving ideas, decorating tips, prizes and more, visit a local Home Show. Coupons for three home shows are featured on page 7. 



## JEMC Foundation Grant Lightens the Load for a Disabled Man

Car repair costs can take their toll on any household income, but when those costs come on top of lower income due to disability and continuous medical expenses, it can seem that there's no way out. Thanks to the JEMC Foundation grant, a disabled man can pay off his car and make the necessary repairs to keep his transportation reliable.

"I have to have my vehicle to get me to my doctor's appointments, run errands, etc. ... having dependable transportation will relieve my financial stress and allow me to keep my independence," the recipient wrote in his grant application.

The \$1,956 grant allowed the recipient to catch up on car payments and make the needed repairs. Suffering from chronic pulmonary disease, the recipient applied for the JEMC Foundation grant because it was one that would cover these types of expenses for individuals in need.

If you or someone you know could benefit from a Jackson EMC Foundation grant, please visit [www.jacksonemc.com/ORU](http://www.jacksonemc.com/ORU) to download an application. ▲

## operationroundup

### Jackson EMC Foundation Awards More Than \$90,000 in Grants

The Jackson EMC Foundation Board of Directors awarded a total of \$90,556 in grants during their December meeting, including \$85,100 to organizations and \$5,456 to individuals.

#### Organizational Grant Recipients:

**\$15,000 to the Lawrenceville Cooperative Ministry** to provide clients with emergency funds for water bills, prescription medicine and shelter through its Emergency Assistance Program, helping them deal with difficult and frequently temporary circumstances and getting them back on their feet.

**\$15,000 to the YMCA-Piedmont** in Winder to enable 10 underprivileged children from kindergarten to 8th grade to attend the PrYme Tyme afterschool program for a year, participating in activities that include homework, sports, arts, crafts and more in a safe environment while their parents are at work.

**\$15,000 to Friends of the Gwinnett County Senior Services**, a non-profit organization that works with the county's agency on aging, to help provide home-delivered meals to senior citizens as well as meals served at Senior Centers.

**\$15,000 to the Boys & Girls Club of Lawrenceville** for supplies and incentives used in "Power Hour," a comprehensive homework help and tutoring program attended by club members ages 6-18.

**\$10,000 to The Ark of Jackson County**, a community outreach effort by area churches that assists individuals who have experienced a loss of income due to circumstances beyond their control, to help fund emergency housing, dental and prescription medicine assistance.

**\$7,500 to the Lilburn Cooperative Ministry** to provide 30 needy families with \$250 assistance for rent or mortgage payments annually, helping them to avoid foreclosure or eviction.

**\$5,000 to St. Vincent de Paul Society - St. Luke's Conference** in Dahlonega to help fund the Direct Aid program that offers financial assistance to those in need for medical or dental care, prescription medicine, counseling, rent or housing, food, legal fees, transportation, burials and education.

**\$2,600 to the Jackson County 4-H** to fund the livestock and llama education programs that enable students to gain new knowledge, skills and attitudes through real-life experiences.

#### Individual Grant Recipients:

**\$3,500** to help purchase a used car for a man so he can support himself.

**\$1,956** to catch up on car payments and make repairs so a disabled man can get to doctors' appointments.

## Save a Little to See a Lot at the 2012 Home Shows

We've partnered with local home shows to bring you savings – one of the benefits of your cooperative membership. Three home show coupons are available for you to enjoy. Get the latest information on remodeling, lawn and garden, interior design and much more.

Whenever possible, Jackson EMC supports community events such as expos and garden shows. We in turn enjoy extending privileges to our members. Please enjoy these coupons.

**15<sup>TH</sup> ANNUAL GEORGIA HOME AND GARDEN SHOW**

**Gwinnett Center**  
6400 Sugarloaf Parkway | Duluth, GA  
770-998-9800

Friday, February 10      12 pm - 6 pm  
Saturday, February 11      10 am - 6 pm  
Sunday, February 12      12 pm - 5 pm

**ADULTS: \$7**  
**SENIOR CITIZENS: \$6**  
**MILITARY W/ID: \$5**  
**CHILDREN UNDER 12: FREE**

**\$1 OFF**

**17<sup>TH</sup> ANNUAL ATHENS HOME AND GARDEN SHOW**

**Athens Classic Center**  
300 N. Thomas Street | Athens, GA  
706-543-5760

Saturday, February 25      10 am - 5 pm  
Sunday, February 26      12 pm - 5 pm

**ADULTS: \$7**  
**SENIOR CITIZENS: \$6**  
**CHILDREN UNDER 12: \$5**  
**CHILDREN UNDER 3: FREE**

**\$1 OFF**

**2012 NORTHEAST GEORGIA HOME EXPO**

**Georgia Mountains Center**  
301 Main Street | Gainesville, GA  
770-536-8282

Saturday, March 3      10 am - 6 pm  
Sunday, March 4      12 pm - 5 pm

**REGULAR ADMISSION: \$5**  
**CHILDREN 12 AND UNDER: FREE**

Coupons can't be used in conjunction with other offers.

**\$1 OFF**

## smartconnections

## Save Energy and Money with 0% Loans HomePlus Loan Program Extended into 2012

Improvements to make your home more energy efficient may still be eligible for 0% APR (Annual Percentage Rate) financing under our HomePlus Loan program, which has been extended into 2012. Improvements such as duct system upgrades, enhanced insulation, air sealing, upgraded windows and replacing your HVAC system with ENERGY STAR® qualified equipment may be candidates for a HomePlus loan.

Replacing your old, inefficient appliances with efficient ENERGY STAR qualified electric appliances may also qualify for 0% financing.

These 36-month loans are available for improvements or appliance purchases totaling \$1,000 to \$5,500. To qualify, you must be a Jackson EMC member in good standing and meet the financing standards, which include income level and credit rating.


Contractors in our Home Performance with ENERGY STAR Network must do the improvements to meet the HomePlus Loan standards. To find these contractors, visit us at [www.jacksonemc.com/loans](http://www.jacksonemc.com/loans).

Major home appliances account for about 13 percent of the average electric bill. Replacing older appliances with efficient new models saves money and energy throughout the year. For example, if your refrigerator is a survivor from the 1980s, an ENERGY STAR qualified replacement will save more than \$100 a year on your electric bill. Replacing a 1970's model can save twice that.

Certain high-efficiency water heaters, including solar and heat pump water heaters, can also qualify for the 0% financing. In addition, you may also be eligible for Jackson EMC rebates for these water heaters and for ENERGY STAR qualified electric heat pumps.

Purchase your efficient appliance from one of the local appliance retailers who have partnered with Jackson EMC to be eligible for the HomePlus Loan program. You can find these retailers, as well as more information about loan programs, on our website under [www.jacksonemc.com/loans](http://www.jacksonemc.com/loans).

The financing is available through our partner, GEMC Federal Credit Union, and funded in part by the American Recovery and Reinvestment Act of 2009 in cooperation with the Georgia Environmental Finance Authority. The 0% financing offer applies to your primary residence, and will be available until the funds are exhausted.

To get started, contact your district office and ask to speak with a JEMC residential marketing representative. 

## Our Offices

### Gainesville

P.O. Box 5909  
Gainesville, GA 30504  
(770) 536-2415

### Bill Sanders

District Manager

### Gwinnett

P.O. Box 490250  
Lawrenceville, GA 30049  
(770) 963-6166

### Randy Dellinger

District Manager

### EMC Security

55 Satellite Blvd., NW  
Suwanee, GA 30024  
(770) 963-0305 or  
(706) 543-4009

### Jefferson

P.O. Box 38  
Jefferson, GA 30549  
(706) 367-5281

### Scott Martin

District Manager

### Neese

P.O. Box 85  
Hull, GA 30646  
(706) 548-5362

### Jean Mullis

District Manager

PERIODICALS  
POSTAGE PAID

www.jacksonemc.com

# what's cookin'?

## Cooperative **Cooking**

Each month *Jemco News* features recipes which represent the people and products of Jackson EMC.

If you have a favorite recipe and would like to share it with other readers in the Jackson EMC area, send a copy, complete with name, address and daytime phone number to:

Cooperative Cooking  
Jackson EMC  
P.O. Box 38  
Jefferson, GA 30549

Due to limited space, not all recipes received will be featured. Recipes printed in *Jemco News* are not independently tested; therefore, we must depend on the accuracy of those members who send recipes to us.

## Red Velvet Cookies

### Ingredients:

2 cups all-purpose flour	¾ cup brown sugar, firmly packed
½ teaspoon baking soda	½ cup white sugar
½ teaspoon salt	1 large egg
2 (1 ounce) squares unsweetened baking chocolate, broken into pieces	1 tablespoon red food coloring
½ cup unsalted butter, softened	¾ cup sour cream
	1 cup semisweet chocolate chips (optional)

### Instructions:

Preheat oven to 375°F (190°C) with the rack in the middle position. Grease baking sheets or line with parchment paper. Sift together the flour, baking soda, and salt.

Break the chocolate squares into chunks, place in a microwave-safe bowl and microwave on high until the chocolate melts, about 90 seconds. Stir the chocolate until smooth and set aside to cool. In a large bowl, beat ½ cup butter, brown sugar, and white sugar until light and fluffy; pour in the egg and beat until smooth. Mix in the red food coloring and chocolate, scraping the bowl down regularly, until evenly blended, about 30 seconds. Add half of the sifted dry ingredients, stirring until well blended. Beat in the sour cream and mix in the remaining dry ingredients. Fold in the chocolate chips. Drop spoonfuls of the dough 2 inches apart onto prepared baking sheets. Bake one sheet at a time in the preheated oven until they spring back when pressed, about 9 minutes. Cool in the pans for 5 minutes before removing to cool completely on a wire rack.

For the cream cheese frosting, whip ¼ cup butter, cream cheese, and vanilla until smooth. Blend in the confectioners sugar in half cup portions until the frosting reaches the desired consistency.

### Cream Cheese Frosting

¼ cup unsalted butter, softened  
4 ounces cream cheese, at room temperature  
1 teaspoon vanilla extract  
2 cups confectioners sugar, sifted