

**EMC Security** Protects  
Loved Ones with Life Control

**0%** Financing Program  
Extended into 2012!

# JEMCOnews

A PUBLICATION FOR JACKSON EMC MEMBERS

January 2012

See the  
**Ugly  
Appliance**  
Contest Winners

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





President/CEO  
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

VOL. 61, NO. 1, JANUARY 2012 (ISSN 1061-5601), IS PUBLISHED MONTHLY BY THE MEMBER SERVICES DEPT. OF JACKSON ELECTRIC MEMBERSHIP CORP., 461 SWANSON DR., LAWRENCEVILLE, GA 30043. SUBSCRIPTION \$3.50 PER YEAR AS PART OF YEARLY MEMBERSHIP. PERIODICALS POSTAGE PAID AT LAWRENCEVILLE, GA AND ADDITIONAL MAILING OFFICES.

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## What's In Store for 2012?

We're not much for making resolutions. In our cooperative, we review where we've been, where we are and where we're going, and then we set goals and objectives. It's easy to let resolutions fall by the wayside, but goals are part of how we do business to ensure our employees are on one accord in operations and service to you. One unchanging goal is to make the most of our existing resources to deliver reliable, affordable power.

Although we're seeing some signs of positive economic trends such as business expansions, new hires and longer store hours, there's still a long, bumpy road to economic recovery.

As fuel prices increase and federal regulations come into effect, we'll continue managing the cooperative conservatively. The Environmental Protection Agency's (EPA) massive regulations won't make recovery any easier for residential consumers and manufacturers. We're already covering the costs of additional EPA regulations for several of our generation facilities, and for two plants, we've paid more to meet regulations than the initial cost to build the facilities. We're bound to face even more increases if their unwarranted regulations continue to pile on our operating costs. We simply can't afford it, especially during these tough economic times.

While we don't have control over the EPA, we do have control over programs, products and services to help you save energy and money. Our Residential Marketing division offers a variety of energy efficiency tools, including the Right Choice™ Home Analyzer, Do-It-Yourself kits, energy audits and rebates. Our 0% APR\* HomePlus Loan for energy efficient improvements and qualified appliances has been extended into 2012, while funds last.

We're also launching a new and improved website to make doing business online with us easier. The site was redesigned based on member feedback. Look for the launch announcement in upcoming issues of *Jemco News*.

We offer a variety of energy efficiency electric rates to fit your lifestyle. Whether you're considering a Time-of-Use rate or qualify for the Senior/Low Income program, our customer service representatives can help you determine which rates and services are best for you.

As always, we're here to answer your questions and help you get the most out of your energy dollars. We wish you and your family a happy and prosperous New Year. ▲

\*Annual Percentage Rate

## onlinef@cts

### Visit Us Online for Scholarship and Leadership Opportunities, Deadlines Approaching

You still have a few days to get your completed scholarship applications submitted. See your high school counselor or visit our website at [www.jacksonemc.com/scholarships](http://www.jacksonemc.com/scholarships) to download your application and get mailing instructions. Entering freshmen, currently enrolled undergraduate and graduate students attending an accredited college, university or technical school are eligible to apply. Completed applications are due by **5 p.m., Friday, January 20, 2012.**

If you're a junior looking for an amazing leadership opportunity, see your high school counselor about the **Washington Youth Tour** delegate opportunity. JEMC's delegates will join more than 1,500 highly talented, ambitious young people from across the country to experience our nation's capital and further develop their leadership skills. Delegates must be 16 years old by the Youth Tour, which is June 14-21, 2012. Applications can be downloaded at [www.jacksonemc.com/youthtour](http://www.jacksonemc.com/youthtour) and are due by **February 24.** ▲



## Protect Your Loved Ones with EMC Security

A Gwinnett customer was recently rescued because he was wearing the EMC Security Medical Alert pendant. Home alone and too weak to reach a telephone, the customer pressed his voice-to-voice medical alert pendant after falling. An EMC Security operator talked with him while another operator dispatched an ambulance to his home and contacted his family members.

*“Medical alert systems give your elderly or disabled loved ones independence, and you have peace of mind knowing they are protected 24 hours a day,” says Vince Raia, EMC Security president.*

*“This is the smallest, most powerful two-way alert system on the market, and it’s offered from a local company you can trust.”*

With the EMC Security alert pendant, you’re not confined inside your home. The pendant’s signal range allows you to work in your garden, walk to the mailbox and more. If you need help, the press of button allows you to speak with EMC Security’s emergency response team from the pendant. The team will contact emergency services, a friend, family member or all three.

*“We understand that not every emergency requires medical attention. Our service will notify whomever the customer has on the list for help. Voice-to-voice allows us to stay with them until help arrives,” Raia states.*

Central station monitoring starts at \$16.95 a month, and there’s no long-term contract or obligation. If the medical alert system isn’t for you, you can cancel at any time.

For more information, visit [www.emcsecurity.com](http://www.emcsecurity.com) or call (770) 963-0305.



### EMC Security is the Only Security Company in Georgia to Offer SecurePath™ Technology

Protecting your home three ways, EMC Security uses SecurePath technology through your phone, wireless and internet connection. Up to three lines of communication can connect your home to EMC Security’s central monitoring station in Suwanee, Ga., and their redundant (simultaneously monitored) monitoring center in Gainesville, Fla.

You can monitor your system from a smartphone or computer. If you choose, you’ll be alerted via text or email every time there’s activity on your system. With SecurePath technology, if you can access your smartphone or computer, you can control your security system.

SecurePath services start at \$16.95 per month, with the option for a variety of low-cost upgrades and add-ons. Call EMC Security today at (770) 963-0305 to sign up.

#### Telling Your Friends & Family Pays

When you refer someone to EMC Security, you’ll receive a \$25 check or two free months of monitoring when they become an EMC Security customer. You can download referral forms from their website at [www.emcsecurity.com](http://www.emcsecurity.com), select the Support tab and click on the Referral Program. ▲

# UGLY

## Never Looked So Good to Our Four Winners



### Gwinnett Winner

Meet Janice Buchheit of Dacula, Ga., and her ugly side-by-side refrigerator. The Buchheits inherited their refrigerator from the in-laws, and although it's still working, it's not energy efficient. Buchheit said she entered the contest because she thought her fridge had a shot to win. "It's in working condition, but we're sure it's inefficient," remarks Buchheit. "When we saw the big envelope from Jackson EMC, I knew our bill didn't come that way, so I got excited thinking it could be good news." Our new refrigerator is an ENERGY STAR® qualified Samsung stainless steel, 29 cubic ft. refrigerator with the freezer on the bottom and we're excited about the energy we'll save on our electric bills."

Buchheit selected her new refrigerator at our partner store, Britt's Home Furnishings.

#### **Britt's Home Furnishings**

Lawrenceville Showroom  
375 Buford Dr.  
Lawrenceville, GA 30045  
(770) 982-2808  
[www.britts.com](http://www.britts.com)

### Hall Winner

Cheryl Fox said she never wins contests, but when she saw the Ugly Appliance announcement in *Jemco News*, she thought this was one contest that she could actually win. "My freezer is about 30 years old, covered in mold and almost useless," Fox says. Fox uses a heavy air compressor to keep the door shut on her upright freezer. "I think what JEMC is doing is super because it encourages people to get energy efficient appliances. I learned by going to the appliance store about the importance of frost-free. The freezer is covered in mold because it's rusting from the inside because of years of frost build-up."

Fox chose her new freezer from our partner store, Wofford TV Sales & Service.

#### **Wofford TV Sales & Service**

1741 Cleveland Hwy.  
Gainesville, GA 30501  
(770) 532-6180

If you refer to your refrigerator as an icebox, and it looks like one because it isn't frost-free, chances are your appliance qualified for the Ugly Appliance contest. We received dozens of entries, and our ugliest contenders (appliances, that is) paid off for their owners, who are now enjoying their new ENERGY STAR® qualified appliances thanks to their energy-guzzling eyesores.



## Jackson Winner

Rudy Corpus likes to show off their vintage 1950 avocado green Frigidaire®. Although it has survived several decades and a couple of moves, Rudy thought it was time for something new and talked his wife into entering the contest when they saw the announcement in *Jemco News*. Although it's rusted and isn't self-defrosting, the Frigidaire still serves the Corpus's well.

"I knew our refrigerator had a chance when I saw what looked to be a 1970's avocado green refrigerator in the newsletter contest announcement. I thought, I've got one uglier and older than that," Corpus states.

The Corpus's decided to get another Frigidaire refrigerator because the brand has been good to them. They selected their ENERGY STAR qualified Frigidaire refrigerator from our partner store, Hill's Ace Hardware and Lumber Center.

### Hill's Ace Hardware and Lumber Center

186 W. Athens St.  
Winder, GA 30680  
(770) 867-3925  
hillsace.com



## Madison Winner

Wanda Chambers claimed the winning prize before she went to the store with her entry. "I walked into Athens Refrigeration and Appliance and told them I had the winning entry. I was confident that my chest freezer was the ugliest," recalls Chambers. Chambers' confidence paid off. Her freezer, which is held closed with a padlock because the suction no longer works, earned Chambers a brand new ENERGY STAR qualified freezer.

"I'm so grateful that Jackson EMC did a contest like this. Not only did I win, I learned about the importance of having energy efficient appliances." Chambers, a Jackson EMC member since she was 16 years old, ordered her new freezer from our partner store, Athens Refrigeration & Appliance.

### Athens Refrigeration & Appliance

2030 Epps Bridge Pkwy.  
Athens, GA 30606  
(706) 543-7367  
athensrefrigerationandappliance.com

**YOU CAN WIN WITH 0% FINANCING** Even if you don't have an award-winning ugly appliance, you still have time to take advantage of 0% financing for appliances and energy efficient improvements. Check out Need to Know on page 7, and visit [www.jacksonemc.com/loans](http://www.jacksonemc.com/loans) for more information.



## The Jackson EMC Foundation Awards Grants to Organizations and Individuals

The Jackson EMC Foundation awards grants to both organizations and individuals using money raised from the Operation Round Up® program. Participating members' bills are rounded up to the nearest dollar each month. Although that's a few cents per electric bill, it adds up to millions.

Since its beginning in 2005, the Foundation has awarded 589 grants to charitable organizations and 217 grants to individuals, totaling over \$6 million, for the year ending November 2011.

Here are a few facts about the JEMC Foundation:

- Foundation funds administered by volunteer board of directors
- Funds used for charitable organizations and individuals

- Any individual or organization in any of 10 counties served by Jackson EMC may apply; do not have to be a member
- Grants are generally limited to \$15,000 for organizations and \$3,500 for individuals
- Currently, more than 171,269 accounts participate in the program; 88% of the cooperative's 193,713 accounts
- Members contribute an average total of \$85,300 each month

If you know of an individual or organization in need of assistance, check to see if they qualify for a Jackson EMC Foundation grant. Qualifications and applications are available online at [www.jacksonemc.com/ORU](http://www.jacksonemc.com/ORU).

## operationroundup

### Jackson EMC Foundation Awards More Than \$108,000 in Grants

The Jackson EMC Foundation Board of Directors awarded a total of \$108,351 in grants during their November meeting, including \$97,951 to organizations and \$10,400 to individuals.

#### Organizational Grant Recipients:

**\$15,000 to the Gwinnett Student Leadership Team** to help support its student leadership program, serving high school juniors and seniors in 20 public schools. The two-year program provides students with practical leadership skills and trains them to return to their home high school to facilitate the core leadership principles with groups there, increasing the capacity to develop student leaders.

**\$15,000 to the Piedmont Regional Library System**, which serves residents of Banks, Barrow and Jackson counties, to join the Georgia Download Destination (GADD), a consortium of 24 public library systems in the state that allows library patrons to browse, checkout and download electronic books (ebooks) and audio books free of charge.

**\$15,000 to The Tree House**, a children's advocacy center working to reduce child abuse

in Barrow, Jackson and Banks counties, for the Supervised Visitation Program, which provides a neutral, child-friendly environment for visits between children in foster care and their parents to enable them to maintain and enhance family bonds and provide a safe and nurturing environment for their children when reunited.

**\$13,837 to Success By 6**, a program of the United Way of Northeast Georgia, to help print "Critical Years, Critical Needs" booklets in English and Spanish, a resource guide on early childhood developmental needs and good childcare practices that is distributed to new parents through a partnership with St. Mary's Hospital, Athens Regional Medical Center and Barrow County Medical Center.

**\$10,000 to the Gainesville Care Center**, a pregnancy resource center, to replace an ultrasound machine for which parts are no longer available with an

upgradable machine that should serve clients for years.

**\$7,864 to Action Ministries - Athens**, a grassroots organization dedicated to assisting those who need a hand up, to help provide instruction and materials for GED and computer skills training to promote self-sufficiency.

**\$5,000 to the Boys & Girls Club of Athens** to help fund the Passport to Manhood program that helps adolescent boys ages 11-14 address several key areas of development while promoting positive attitudes and the character traits they need to become responsible men.

**\$5,000 to IDEALS Leadership School**, a Lawrenceville program that helps high school athletes develop into positive role models and influential leaders in their schools and on their teams.

**\$4,750 to the Madison County Pregnancy Center**, a volunteer, Christian ministry that provides testing, counseling, and parenting

classes for expectant teens and their families, to help provide the "Earn While You Learn" program that teaches parenting skills and provides essential childcare items.

**\$4,500 to Community Connection of Northeast Georgia** to fund a software upgrade and annual support fee for the 2-1-1 Information and Referral database used to provide the public a one-stop resource for human and social services information and referral.

**\$2,000 to the Duds & Spuds Food & Clothing Pantry** in Braselton to purchase bulk food for its food pantry.

#### Individual Grant Recipients:

**\$3,500** to make roof repairs for a disabled senior citizen.

**\$3,500** to install a wheelchair lift for a disabled woman.

**\$3,400** to purchase a portable oxygen tank for a disabled senior citizen.



## 0% APR\* HomePlus Loan Financing Program Extended, *While Funds Last*

Start the year off with new, energy efficient appliances while 0% financing remains available.

Qualified clothes washers, dishwashers, refrigerators and freezers can increase your electric bill if they're old or inefficient. Don't wait for them to break, take advantage of the after-holiday sales and look for your ENERGY STAR® qualified appliance to save energy and money.

If you're in the market for a new water heater, JEMC offers the HomePlus loan and rebates. Apply for 0% financing for an ENERGY STAR rated electric heat pump water heater. This offer also applies to both heat pump and solar hot water heaters.

The 0% loan is available for qualifying purchases between \$1,000- \$5,500. Financing is also available at a reasonable rate for amounts above \$5,500.

**Visit us online at [www.jacksonemc.com/loans](http://www.jacksonemc.com/loans) for more information. Act now; this offer ends once funding is exhausted.** ▲

\*Annual Percentage Rate

## smartconnections

# The Right Battery for the Right Job

It takes batteries to change the television channel, take pictures, tell the time, power a wireless mouse and shine a light in the darkness. But which battery should you use?

Generally speaking, there are two types of battery use. Some devices, such as cameras, require quick, short bursts of power. Others, such as remote controls, clocks and flashlights, draw small, often steady, amounts of power.

For digital cameras, frequently played with toys, baby swings and other high-drain devices that go through batteries rapidly, the greener and, in the long run, more economical choice is rechargeable batteries. The most commonly available rechargeable batteries are rechargeable nickel metal hydride (NiMH) batteries, and, according to *Consumer Reports* magazine, NiMH rechargeables are the best choice for such devices. If you last had a battery charger in the '90s, when the only widely available rechargeable household batteries were nickel cadmium (NiCd), you'll find the NiMH batteries an improvement, with higher capacities and longer life.

One problem with rechargeables is that they do lose their charge over time, so they may not be the best choice for devices that are used infrequently.

If you need a single-use or nonrechargeable battery to last a long time or take many pictures before you need to change batteries, lithium batteries are a good choice. A 9V lithium battery can last as long as 10 years in a smoke detector.



The most common single-use batteries are alkaline batteries. These are a good choice for low-power devices such as remote controls and clocks and devices that sit a long time between uses.

Here are a few tips for single-use battery safety and storage:

- Use the battery recommended by the manufacturer.
- To help prevent leakage, don't leave dead batteries in devices and replace all batteries in a device at the same time with fresh batteries.
- Don't crush, puncture or heat batteries.
- Don't keep loose batteries together or with other metal objects. When jostled together in a pocket or other container, the batteries can short-circuit.

To find out where to recycle rechargeable batteries, go to [www.call2recycle.org](http://www.call2recycle.org), a program of the nonprofit Rechargeable Battery Recycling Corporation. ▲

## 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](http://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.

## Lemon-Pepper Roasted Chicken

### Ingredients:

1 (3 pound) whole chicken, giblets removed  
1 tablespoon lemon pepper  
salt and black pepper to taste

1 tablespoon onion powder, or to taste  
½ cup margarine, divided  
1 stalk celery, leaves removed

### Instructions:

Preheat oven to 350°F (175°C). Place chicken in a roasting pan, and season generously inside and out with lemon pepper, salt and black pepper. Sprinkle inside and out with onion powder. Place 3 tablespoons margarine in the chicken cavity. Arrange dollops of the remaining margarine around the chicken's exterior. Cut the celery into 3 or 4 pieces, and place in the chicken cavity. Bake uncovered 1 hour and 15 minutes in the preheated oven, to a minimum internal temperature of 180°F (82°C). Remove from heat, and baste with melted margarine and drippings. Cover with aluminum foil, and allow to rest about 30 minutes before serving. Serves six.