

Customer Satisfaction
Survey Results

Calculating Your
Capital Credits

JEMCOnews

A PUBLICATION FOR JACKSON EMC MEMBERS

March 2012



Timing is Everything
Sign Up for Time-of-Use Rate

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.SM 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.

JEMCO news

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Hearing from You Helps Us Do a Better Job

Last fall, we mailed 3,200 customer satisfaction surveys to residential members. An independent research firm conducts these studies on behalf of your cooperative every two years. The insight we gain from your feedback helps us tailor our products, services and the way we do business.

Our overall customer satisfaction score is 89, and significantly measures points above other companies on the American Customer Satisfaction Index (ACSI). While it's good to hear what we're doing right, it's great knowing what we can continue to improve on. Members answered questions on everything from telephone call experiences to quality electric service.

Your feedback helps us determine if product and equipment upgrades are performing as expected. For example, we upgraded our Outage Management System (OMS) to allow several pieces of information to identify your account such as telephone number, account number or address. Expanding the query search speeds up the outage reporting process, giving you the flexibility

of using the automated reporting process rather than waiting to speak with a customer service representative. We scored an 89 overall for the "Ease of contacting JEMC to report an outage" question.

In some instances, we can rely on our "gut" feeling for simple things such as treating others respectfully or following a moral compass to ensure we're a trustworthy company. Even still, the objective data from these surveys lets us know if who we believe we are resonates with how you view us. For the Company Image category, we scored a 92 overall.

This survey highlights areas that we're doing well in, and gives us opportunities to score even higher on the next survey.

You don't have to wait for a survey to tell us how we're doing. When you call us, you may receive a call about your experience with JEMC or you can tell us at info@jacksonemc.com. Your feedback is important to us.

For more information on our survey, please see page 3. ▲

onlinef@cts

Give Your Home a Checkup without Getting Out of Your Seat

There's a quick and easy way to give your home an energy efficient checkup. Simply log on to www.jacksonemc.com/analyzer, and let your fingers do the work. Type in your account information, and answer a few questions about your home. The Right Choice™ Home Analyzer pulls your billing information to show your actual electricity costs. Once you answer the questions about your home, such as size, thermostat settings and more, you'll get a detailed analysis of where your energy dollars are going. You'll also receive a list of suggestions to save you energy and money.

If you prefer not to enter your account information, the system will analyze your house without the specific electric usage data. Although your information won't be customized with your actual electric use, the analyzer will provide helpful tips based on your answers to the questions about your home.

If you haven't visited the Analyzer in a while, check out the new features. Complete with graphic illustrations and questions prompted to help you enter accurate information about your home, the Analyzer is now even easier to use.

Let the Right Choice Home Analyzer do the work. If you need to go a step beyond the analyzer, contact your local JEMC district office and ask to speak with a residential marketing representative about a Right Choice Home Performance with ENERGY STAR® Audit. ▲

And the Survey Says...

Jackson EMC earned high marks in its recent customer satisfaction survey. On a scale of 0 to 100, the cooperative scored 89 overall for all categories. While it's down one point from a 90 in 2009, the cooperative is glad to know we're meeting members' needs and often surpassing their expectations.

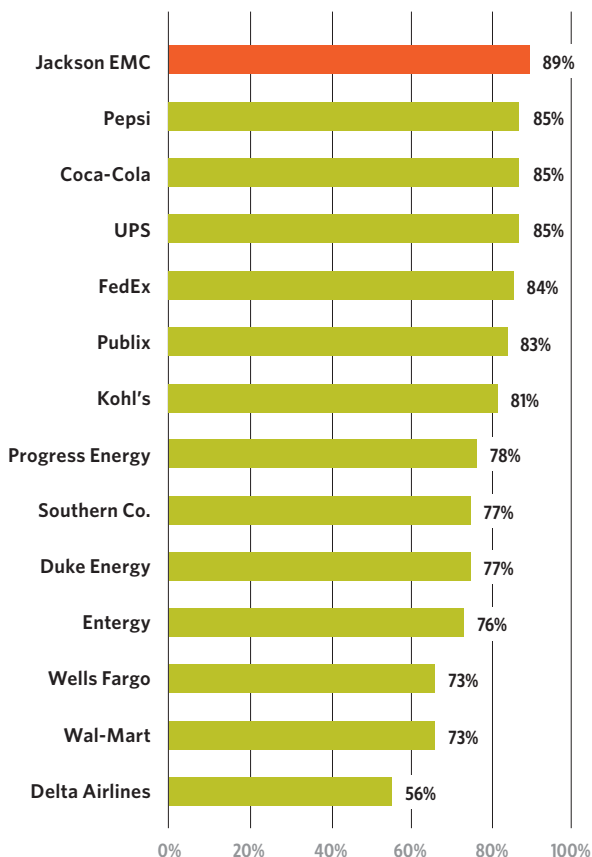
JEMC scored a 92 overall in the Customer Service category. Specific questions in customer service included performing requested service at the scheduled time, performing repairs right the first time and prompt response to requests.

Last year's Customer Satisfaction Survey results provided valuable insight as well. Scoring an 89 on the American Customer Satisfaction Index placed us among the top-performing investor-owned companies.

Your feedback not only improves our service, it also impacts our communication. Survey respondents ranked what information you believe is important for your cooperative to provide. The highest scoring subject was energy information. Topics such as how to make your home more energy efficient and ways to analyze your home's energy use lets us know that our Right Choice™ Home Analyzer and brochures such as Ways to Save have value.

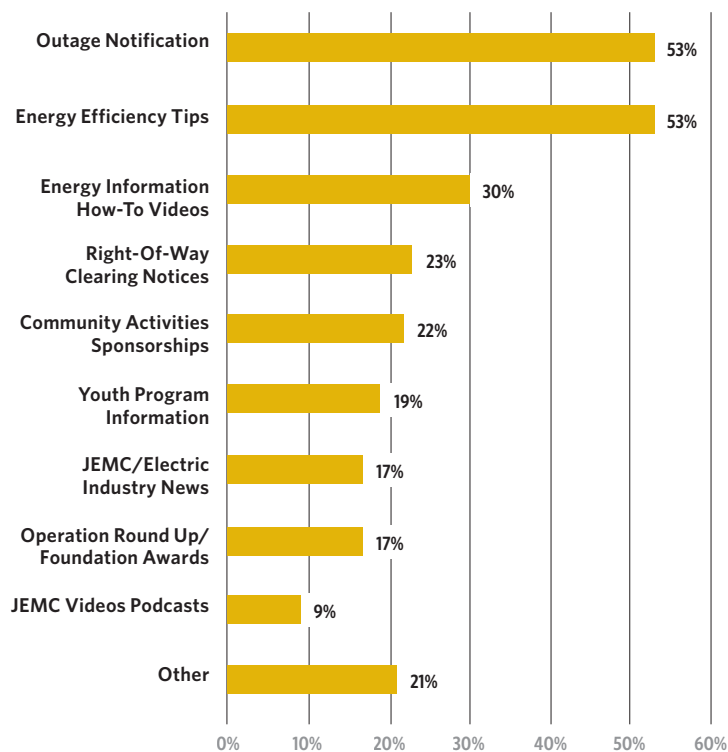
In the next few months, you'll see a brand new Jackson EMC website complete with changes based on research and survey results.

COMPARISON TO NATIONAL ACSI SCORES



We've also entered new arenas based on your input. You can now "Like" us on Facebook or follow us on Twitter. We create content based on what members say they find useful. Outage notification and energy efficiency tips scored the highest among topics members would find interesting on our social media channels. You'll see energy efficiency information, community news and how-to videos on these channels.

WHAT MEMBERS FIND USEFUL ON SOCIAL MEDIA



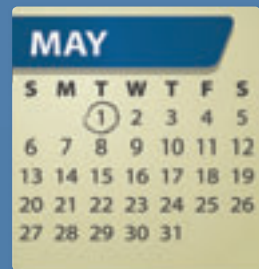
The satisfaction survey measures how we're doing with existing services and products; however, you can always contact us for specific requests to help you save energy and money. Visit us online or call your district office to speak with a residential marketing representative. We're here to help. ▲

Timing is Everything

Get 0% Financing and Rebates While They Last!



Whether it's the limited-time 0% financing offer or the money-saving Time-of-Use rate, it's all about time, and today is the day to take advantage of some of JEMC's time-sensitive offers.



Time to Make Energy Efficient Improvements

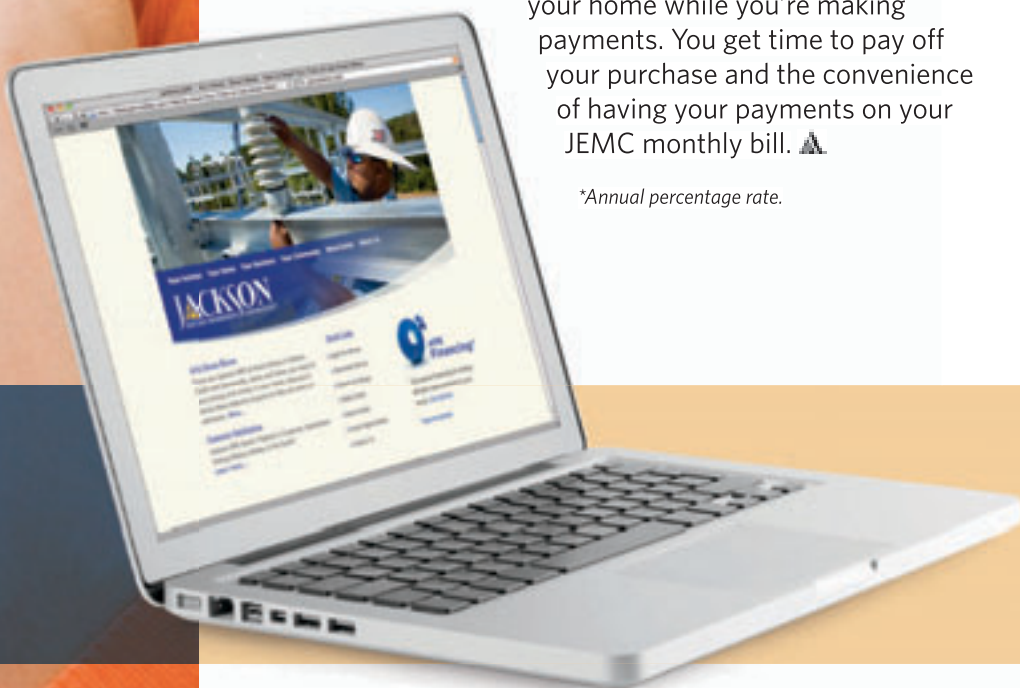
For many of us on a tight budget, home improvements are often metered by time and finances. Whether you're waiting for items to go on sale or waiting for an income boost, timing is everything and now's the time to take advantage of the 0% HomePlus loan for purchases between \$1,000 and \$5,500.

Funding could be exhausted for qualifying energy efficient appliances as early as this summer. Don't miss this special financing offer. Call your district office and ask to speak with a Residential Marketing representative today to start your application.

ENERGY STAR® rated washers, dishwashers, refrigerators, freezers and heat pumps are qualifying appliances for the 0% HomePlus loan. In addition, qualified heat pumps are eligible for up to \$400 in JEMC rebates.

If you're in the market for bigger ticket energy efficient improvements, such as ductwork repair, insulation or HVAC units, consider 0% financing. The 0% APR* 36-month interest-free loan is like a three-year layaway, the only difference is your item is in your home while you're making payments. You get time to pay off your purchase and the convenience of having your payments on your JEMC monthly bill. ▲

**Annual percentage rate.*



Sign Up for Time-of-Use by May 1

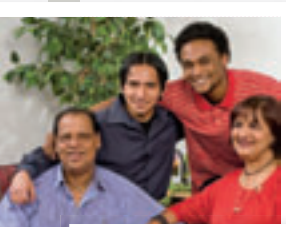
If you can limit your electric usage between 3 p.m. and 8 p.m. on weekdays from June 1 through September 15, the Time-of-Use rate may be for you. Reducing energy usage during summer peak demand periods helps us control the high cost of purchasing electricity.

Here's How it Works

Your meter records the date and time, logging all energy used during peak and non-peak periods. Your electricity cost per kilowatt-hour from 3 p.m. to 8 p.m. on summer weekdays between June 1 and September 15 will be 32.99 cents, excluding the observed Independence Day and Labor Day holidays. Although the rate during peak periods is a little higher than the average rate, if you're able to decrease your usage, you can avoid taking a big hit on your electric bill. The rate significantly drops for times outside the peak periods.

You'll only pay 5.89 cents per kilowatt-hour on summer weekends at non-peak times, and the rest of the year your electric rate will be significantly lower, compared to the normal residential rate of 7.90-8.32 cents per kilowatt-hour. We recommend you remain on the plan for at least a year to get the maximum benefits of this rate.

Visit us online at www.jacksonemc.com/loans or call your local district office to get more information on the limited-time 0% HomePlus loan.



An Ounce of Prevention

Hebron Community Health Center Puts JEMC Foundation Grant to Work

Benjamin Franklin said, “An ounce of prevention is worth a pound of cure.” Early detection of many illnesses has saved thousands of lives, but when your basic priorities are providing food and shelter for your family, preventive health measures often go on the back burner. With the help of a JEMC Foundation grant, Hebron Community Health Center is doing something to help patients address their ongoing health issues, including providing preventive health care through their Going the Second Mile program.

“Grant funds will be used for medical testing, prescription assistance, glucose monitors and strips for approximately 540 patients,” says Scarlett Rigsby, Hebron Community Health Center executive director. “The majority of our patients are without jobs, insurance and some are without homes.”

The center provides yearly pap smears, mammograms and PSA testing. For some patients, follow-up appointments or services are necessary, including biopsies, ultrasounds and prescriptions.

“Nearly 70 percent of patient visits result in the need for medications, many patients require daily medication to manage their hypertension or diabetes.” The center requests a \$10 donation from their patients; however, if they are unable to contribute they are still treated.

Located in Lawrenceville, Ga., the Hebron Community Health Center started in 2003 by a small group of Hebron Baptist Church members who saw the need for a free medical clinic to serve the underprivileged. Volunteer physicians, nurses, technicians and administrative personnel alternately staff the clinics.

“The \$15,000 JEMC Foundation grant allows us to meet our goals, while providing a valuable service to those who are unable to afford non-emergency health care,” Rigsby states. ▲

operationroundup

Jackson EMC Foundation Awards Nearly \$83,000 in Grants

The Jackson EMC Foundation Board of Directors awarded a total of \$82,934 in grants during their January meeting, including \$72,000 to organizations and \$10,934 to individuals.

Organizational Grant Recipients:

\$15,000 to Challenged Child & Friends, a Gainesville non-profit organization providing educational, therapeutic, nursing and family support services to children with disabilities, to support the Early Intervention Program that provides special needs children with classroom instruction, individualized therapy and nursing services.

\$15,000 to the Hebron Community Health Center in Lawrenceville, a non-profit organization providing medical and dental care to low-income, uninsured Gwinnett residents, to provide diagnostic mammograms and biopsies, as well as glucose monitors, glucose strips and medication for about 540 patients suffering from diabetes.

\$10,000 to the American Red Cross - East Georgia Chapter to train disaster response volunteers, purchase disaster education materials and provide disaster relief, including food, shelter and clothing, to families in Jackson and Banks counties who have lost their home to a fire or natural disaster.

\$7,500 to the American Heart Association - Northeast Georgia Chapter to purchase CPR Anytime for Family and Friends kits that contain everything needed to learn basic CPR skills, for distribution to community organizations in Gwinnett, Hall and Jackson counties.

\$7,500 to L.A.M.P. Ministries in Gainesville for its Community Youth Outreach program, three-month sessions that combine group counseling and community activities to provide high risk

youths with a positive alternative to gangs and other delinquent behavior.

\$7,000 to Rape Response Inc., a Gainesville community-based non-profit that provides comprehensive services to adolescent and adult victims of sexual violence in Hall and Lumpkin counties, to help fund aftercare and Emergency Room clothing and comfort items for victims, as well as recruitment and training for volunteer advocates.

\$5,000 to the Rotary Club of Madison County to purchase materials for 10 handicap ramps, which are constructed by Rotary Club members for local individuals who cannot afford them, increasing their general mobility and improving safety in the event they need to evacuate their homes.

\$2,500 to the Community Helping Place in Dahlonega for its Medical Clinic, which provides

the uninsured working poor with primary and acute care, laboratory services, medication assistance and referrals.

\$2,500 to Safe Kids of Gainesville/Hall County, a program focusing on child safety education and injury prevention, to help provide smoke detectors and carbon monoxide detectors for the homes of families that cannot afford to purchase them.

Individual Grant Recipients:

\$3,500 to help purchase a handicap accessible van for a disabled man.

\$3,300 to replace an HVAC unit for a senior citizen.

\$3,000 to purchase hearing aids for a disabled senior citizen.

\$1,134 to replace a faulty breaker box and thermostat for a disabled senior citizen.

Calculating Your Capital Credits

The Cooperative Difference at Work

This year is the International Year of Cooperatives, and what better way to highlight cooperative membership than through margin refunds.

Jackson EMC is a not-for-profit electric cooperative owned by our members. Each year, amounts collected above the cost of providing electric service are credited to member-owners' capital accounts based on their patronage (total billing less sales tax). Your 2011 capital was 3.99 percent of your total patronage. See the worksheet below to calculate your capital credit.

This notification is for all rates except QF, LPS, LGS or MBS (you can find your rate designation printed on your monthly bill). Members with those rates have received a separate notification.

WORKSHEET for Calculation of 2011 Capital

<i>Amounts of Bills for 2011 (excluding sales tax)</i>	<i>Allocation Patronage</i>	<i>Your Dollar Allocation</i>
\$	x 3.99%	= \$
If your total bills were \$500		
<i>Amounts of Bills for 2011 (excluding sales tax)</i>	<i>Allocation Patronage</i>	<i>Your Dollar Allocation</i>
\$500	x 3.99%	= \$19.95
If your total bills were \$1,500		
<i>Amounts of Bills for 2011 (excluding sales tax)</i>	<i>Allocation Patronage</i>	<i>Your Dollar Allocation</i>
\$1,500	x 3.99%	= \$59.85

smartconnections

Severe Weather Preparedness

March marks the start of the active tornado season in Georgia. Although tornadoes can strike at any time, the majority occur in March, April and May. Ensure your safety while weathering the storm. Now's the time to prepare storm kits and practice where to take shelter should inclement weather strike.

Know the Signs

- A tornado watch means a tornado is possible in your area.
- A tornado warning means a tornado has been spotted in your area and you need to take shelter.
- Be sure your National Oceanic and Atmospheric Administration (NOAA) weather radio is tuned to the correct channel, and batteries are available should you lose power.
- Stay connected during severe weather. Listen to your weather radio or regular radio, watch television, and follow updates on your laptop or smartphone.

Prepare Your Disaster Kit

- A NOAA weather radio
- Flashlight and extra batteries
- Portable, battery-operated radio and extra batteries
- First aid kit

- Three-day supply of food (include items that do not require refrigeration or cooking in case the power is shut off)
- Manual can opener
- One-week supply of essential prescription medications
- Extra blankets
- Special items for infant, elderly or disabled family members, including baby food and diapers

Select a "Safe Room" or Shelter

- Basements or the lowest floor possible
- Interior bathrooms
- Interior hallways
- Under a stairwell
- Storage rooms
- Avoid large open areas such as gymnasiums or auditoriums
- Always avoid windows and large expanses of glass

After the Storm

Remain calm and alert, and listen for information and instructions from emergency crews or local officials. Stay away from downed power lines; treat them as if they have current. Call Jackson EMC immediately if you see a downed power line. If you're in your car and power lines fall across your car, stay in your car. If you must leave the car, jump clear so that no part of your body is touching the car when your feet touch the ground. Be sure to stay away from puddles, floodwater, trees, fences or anything that could've been exposed to power lines.

Visit the JEMC Storm Center for More

For more storm preparedness information, including generator safety, reporting outages and power restoration, visit our Storm Center at www.jacksonemc.com/stormcenter. ▲

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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.

Hot Chicken Salad

Ingredients:

4 boneless chicken breast halves,
cooked and diced
1 cup chopped celery
1 (8 ounce) can sliced water chestnuts
1 (4.5 ounce) can sliced mushrooms
¾ cup mayonnaise

1 teaspoon lemon juice
½ teaspoon salt
3 teaspoons grated onion
½ cup sliced almonds
½ cup shredded Cheddar cheese
1½ cups crushed potato chips

Instructions:

Preheat oven to 350°F (175°C). Lightly grease a 9"x13" baking dish. In a large bowl mix the chicken, celery, water chestnuts, mushrooms, mayonnaise, lemon juice, salt, onion, and almonds. Transfer to the baking dish, and top with Cheddar cheese and crushed potato chips. Bake in the preheated oven for 30 minutes, until lightly browned.