

Conserve Energy and Save Cash
With our Time-of-Use Rate

Got a Lot on Your Mind?
Simplify Bill-Paying With Bank Draft

JEMCOnews

A PUBLICATION FOR JACKSON EMC MEMBERS

March 2014



*Customer Satisfaction Reaches
All-time High*



1938 - 2013
JACKSON EMC
PEOPLE. POWER. PROGRESS.



President/CEO
Randall Pugh

An honor and a joy

Fresh out of the U.S. Army in 1968, following a tour of duty in Vietnam, I applied for a job at Walton EMC that set me on the career course I would follow for the rest of my life. In 1984, I left Walton as general manager to head Jackson EMC. I jumped at the challenge to lead this cooperative and, for almost 30 years, it has been my honor and joy to serve as your president/CEO.

Admittedly, I have a passion for the rural electric cooperative industry, and it is because of the mission, the cooperative way of doing business and the people. Whether you're a member of Jackson EMC, Walton EMC or any other electric cooperative, you are served by a company that puts people before profits and service before self.

The mission at Jackson EMC is similar to that of any electric co-op: to provide reliable, affordable electricity. When I joined the staff, Jackson EMC was in the beginning stages of a high-growth period that would challenge us day-in, day-out, for more than two decades. To ensure reliable electric power during unprecedented growth, we made significant changes by upgrading and expanding our distribution system and investing in new technologies to ensure efficient customer service and rapid power restoration after outages.

These efforts to make electricity attainable and reliable would have meant little if it had not been affordable as well. Throughout the high-growth years, and continuing since the Great Recession, Jackson EMC has maintained one of the lowest retail power rates in the state while routinely refunding capital credits to our members.

While managing the cooperative through its defining growth period is definitely a high point of my career, what I'm proudest of is the level of customer satisfaction we have achieved along the way. I give all credit for that to our employees who embrace exemplary customer service as a culture and practice it every day.

For the past 10 years, customer satisfaction surveys have consistently rated Jackson EMC at or near the 90 percent mark, a ranking almost unheard of in the power industry. This year, our overall score was an all-time high of 94 percent. These rankings, along with several J.D. Power and Associates awards for customer satisfaction, are external proof that we have succeeded in our internal efforts to provide our members the customer service they expect and deserve.

None of this would have been possible without our dedicated employees and board of directors. For as long as I've been here, no individual on our board has had a selfish interest. As the cooperative moves forward, you are in good hands under the leadership of this board, senior management and the fine employees who strive to make Jackson EMC the respected company it has become.

I could not have asked to work with a better group of people, and that includes you, our members, our very reason for being – the families and businesses on the meter, at the end of the power line.

It has been my privilege to serve you. ▲

JEMCO news

VOL. 63, NO. 3, MARCH 2014
(ISSN 1061-5601), IS PUBLISHED
MONTHLY BY THE MEMBER
SERVICES DEPT. OF JACKSON
ELECTRIC MEMBERSHIP CORP.,
461 SWANSON DRIVE,
LAWRENCEVILLE, GA 30043.
SUBSCRIPTION \$3.50 PER YEAR
AS PART OF YEARLY MEMBERSHIP.
PERIODICALS POSTAGE PAID
AT LAWRENCEVILLE, GA AND
ADDITIONAL MAILING OFFICES.

POSTMASTER:
Send address changes to
Jemco News,
461 Swanson Drive,
Lawrenceville, GA 30043

onlinef@cts

Online Tip: How much power does your TV use?

You're used to paying a monthly cable or satellite bill to bring the world of television into your home, but do you know how much it costs to run your TV?

The typical amount of energy used depends on the type of television you own – plasma, LCD, DLP or tube TV. Our online TV Energy Fitness Guide helps you calculate how much it costs to power your television for one year.

Likewise, our Appliance Energy Fitness Guide shows the annual cost of operating numerous other household appliances, including radios, DVD players, stoves, dishwashers, refrigerators, freezers, hair dryers, ceiling fans and water heaters.

Our Lighting Energy Fitness Guide reveals how much you could save by replacing your incandescent bulbs with compact fluorescent bulbs.

Check out these and other Energy Fitness Guides at <http://www.jacksonemc.com/guides>.

Save Cash

with our Time-of-Use Rate

Are you cash-strapped and looking for ways to save money? Most of us are, and Jackson EMC offers a solution for saving bucks on your monthly power bill.

Our Time-of-Use rate lowers bills for members who limit the bulk of their electricity usage to off-peak periods. Simply by controlling when you use electricity, you save money. It's that easy.

Reducing the amount of energy required to meet the summer peak demand helps us control the high cost of producing electricity. Time-of-Use rates pass those savings on to you. Members who use less electricity on summer afternoons and early evenings can save up to 25 percent on a year's worth of power bills.

Gwinnett County resident Fran Stewart has been on the special rates for almost 10 years. "I love the Time-of-Use program," she says. "I was spending a lot of money on electricity before I discovered Time-of-Use. Now I decide what I want to spend and set my thermostat accordingly, and when I

compare my bill with a neighboring family the same size as mine, I come out ahead every time."

For members who sign up for Time-of-Use rates, Jackson EMC installs a meter that logs all energy used during peak and off-peak periods. There's no need to forego all electricity usage during the peak periods. Just steer clear of the big power guzzlers like air conditioners and electric water heaters.


"It just makes sense for people to do it," says Stewart. "It forces me to think about my electricity usage. Anything that can get people to cut down on their energy usage makes sense for the environment, also, and makes me feel as if I'm doing something good for the world I live in."

At peak periods – from 3 to 8 p.m. on weekdays between June 1 and September 15 – cost of electricity per kilowatt hour will

be 32.99 cents. This is the time period during which you agree to reduce your electric use.

During off-peak periods, the cost for power substantially drops for Time-of-Use members. During summer mornings, early afternoons and nights – and 24/7 the rest of the year – members on Time-of-Use rates pay only 5.89 cents per kilowatt hour. That's less than the normal residential rate of 7.90-8.32 cents per kilowatt hour.

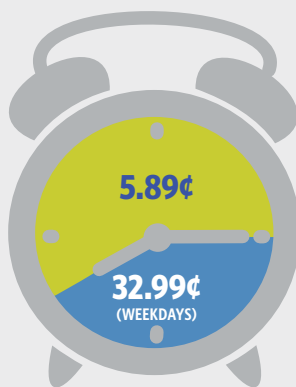
If you'd like to save money while conserving energy, our Time-of-Use rates may be for you. To participate this summer, sign up by May 1; members who sign up after May 1 will begin Time-of-Use rates next summer. We recommend you remain on the rate for at least one year to receive the maximum benefit of Time-of-Use.

For more information, contact your Jackson EMC district office. 

If you'd like to save money while conserving energy, our Time-of-Use rate may be for you.

Set Your Clock to Savings

Time-of-Use Rate



June 1 - September 15

Regular Residential Rate



Year-Round

This rate may be just right for you, if your lifestyle includes the ability to avoid using electricity during weekday peak hours.

Customer Satisfaction Reaches All-time High

The numbers are out, and according to customer surveys, Jackson EMC members are more satisfied than ever with the service provided by their electric cooperative.

Findings from the 2013 Residential Customer Satisfaction Survey reveal Jackson EMC scored 94 on overall satisfaction, marking a statistically significant increase since 2011 and maintaining a consistent level of high performance over the past decade.

Jackson EMC first reached a high level of performance in 2003 with a customer satisfaction score of 90. Scores have remained consistent since then and climbed in recent years.

The findings are based on surveys completed by residential customers and measure performance in key areas linked to customer satisfaction, including customer service, quality of electric service, billing, value provided, information and contact experience.

Significant findings in the 2013 survey include:

- Respondents giving an 8, 9 or 10 rating increased to 94 percent, the highest percentage measured in the last 20 years.
- Overall customer service was rated consistently high in all Jackson EMC districts.
- Verbatim comments continued to support a high level of confidence in the company, its management and employees.
- A majority of respondents scored favorably when questioned about Jackson EMC’s “price compared to other providers” and “overall value for the price you pay.”
- Customer service scores were high in all categories – including response to requests, performing service or repairs right the first time and being considerate of property – and at 90 percent or above in each Jackson EMC district.
- Respondents rated the billing process high in all districts with an overall score of 93.

A large percentage of members, 93 percent, indicated they would choose Jackson EMC if they could choose their electric utility. Respondents expressed satisfaction in the quality of electric service with appreciation for few power outages and prompt power restoration after outages.

Overall Customer Satisfaction:
Historical Trend



Respondents giving an 8, 9 or 10 rating increased significantly to 94%. This is the highest percentage measured in the last 20 years and builds upon the high level of performance first achieved in 2003.

Members expressed satisfaction in Jackson EMC’s communication efforts and the level of information shared, with *Jemco News* and bill inserts remaining popular methods of communicating. Social media information on outages, energy efficiency tips and how-to videos were considered useful.

The overall company image scored 93 percent, a high mark related to Jackson EMC as a trustworthy company concerned about its members’ needs, having knowledgeable employees and being well-managed.

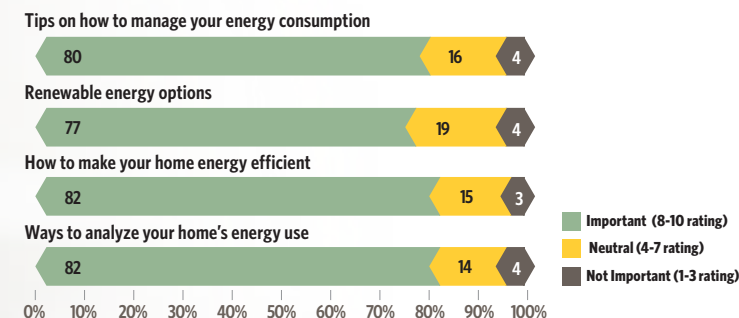
Along with ranking various items, respondents were allowed to share comments.

“The positive comments indicated that members have an enduring high regard for Jackson EMC as a company,” says President/CEO Randall Pugh. “Many referred to us as a good or well-managed company and noted exemplary service and employees.”

In addition, several respondents thanked Pugh for his service and congratulated him on his upcoming retirement.”

Energy Information:

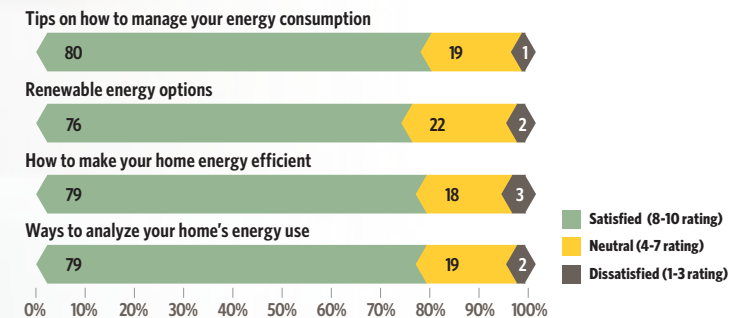
Important for Jackson EMC to Provide



Customers continue to believe that it is important for Jackson EMC to provide energy information to them. Providing ways to save money have the greatest importance.

Energy Information:

Satisfaction with Information Jackson EMC Provides



Customers continue to be very satisfied with the information they are getting from Jackson EMC.

Rainbow Village provides safe transition for families



At Rainbow Village in Duluth, homeless families get more than a safe place to live. They receive an opportunity to create a new life filled with love, faith and promise.

Winner of the 2012 D. Scott Hudgens Humanitarian Award, Rainbow Village is a long-term, transitional housing program that provides fully-furnished apartments and support for homeless families in North Metro Atlanta. In January, the Jackson EMC Foundation awarded Rainbow Village a \$15,000 grant to assist in furnishing classrooms for its youngest residents at the campus' new Early Childhood Development Center.

Most heads of household at Rainbow Village are women who have fled lives of domestic violence and poverty. At Rainbow Village, these mothers and their children find refuge as they recover and learn to rebuild their lives. Instead of a quick fix in times of crisis,

Rainbow Village offers a long-term solution through support services for the whole family and promotes self-sustainability in order to break the cycles of homelessness, poverty and domestic violence.

"The Early Childhood Development Center is crucial to the success of the program," says Sandra Cathy, chief development officer at Rainbow Village. "It has been our missing link for many years. Quality childcare and homelessness are inextricably linked."

Begun in 1991 as an outreach ministry of Christ Episcopal Church in Norcross, Rainbow Village today is recognized as a model program with a comprehensive approach that addresses the physical, emotional, financial and educational needs of families who have suffered emotional trauma.

To find out how you can help, visit online at rainbowvillage.org. ▲

operationroundup

Jackson EMC Foundation awards more than \$96,000 in grants

The Jackson EMC Foundation Board of Directors awarded a total of \$96,250 in grants during their January meeting, including \$89,250 to organizations and \$7,000 to individuals.

Organizational Grant Recipients:

\$15,000 to **Challenged Child and 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 **Gwinnett Tech Accelerating Opportunity Program** which pairs English as Second Language and Technical Education instructors in the classroom to advance students in both basic and professional/technical skills, working toward degrees and/or certificates and preparing them for employment to break the intergenerational cycle of poverty.

\$15,000 to **Rainbow Village**, a Duluth long-term, transformational housing program that provides fully-furnished apartments and comprehensive support for homeless families with children in North Metro Atlanta, to assist in furnishing classrooms for its youngest residents at the campus' new Early Childhood Development Center.

\$12,500 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 assistance for rent or mortgage and prescription medicine assistance.

\$10,750 to **Creative Enterprises**, a Lawrenceville agency serving the disabled, to help provide 50 weekly therapeutic sessions for 12 clients at DreamQuest, an equine-facilitated psychotherapy and therapeutic riding program that offers a unique counseling approach to personal growth and wellness.

\$10,000 to the **Georgia Children's Chorus**, an organization that provides vocal and choral training to young people who wish to pursue that field, to help 29 students from low-income families participate in the training program and concerts.

\$10,000 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 youth with a positive alternative to gangs and other delinquent behavior.

\$1,000 to the **Jackson County Arts Council** to purchase art supplies for middle and high school participants in its second annual Celebrate the Arts show, which allows serious art students to display their work and receive recognition for their achievements.

Individual Grant Recipients:

\$3,500 to replace the roof of a **senior citizen**.

\$3,500 to purchase a computer with adaptive technology for a **vision-impaired man and wife**.

CALCULATING YOUR **CAPITAL CREDITS**

One of the benefits of cooperative membership is receiving capital credits.

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 2013 capital was 4.11 percent of your total patronage. See the worksheet 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 2013 Capital

Amount of Bills for 2013 (excluding sales tax) x Allocation Patronage (4.11%) = Your Dollar Allocation

For example:

If your 2013 power bills totaled \$500

$\$500 \times 4.11\% = \20.55

If your 2013 power bills totaled \$1,500

$\$1,500 \times 4.11\% = \61.65

smartconnections

Make Paying Your Power Bill **EASY**

At Jackson EMC, we know it's not a one-size-fits-all world. Our members have different needs and different ways of doing things, and that includes how they pay their monthly power bill.

To accommodate all of our members, we offer numerous ways to pay your bill. These include the most conventional methods of paying in person by visiting our offices, sending your check in the mail, paying by phone, paying online or by logging onto our mobile app.

While all of these methods are easy to manage, the most manageable for many of our members is paying their power bill with an automatic bank draft. There's no charge when you sign up to pay your bill automatically by bank draft, and the simplicity of paying on time each month can't be beat.

When you pay by bank draft, a copy of the draft will be included in your monthly bank statement showing the date and amount of payment. You will continue to receive your monthly electric bill, but it will be marked "paid by draft."

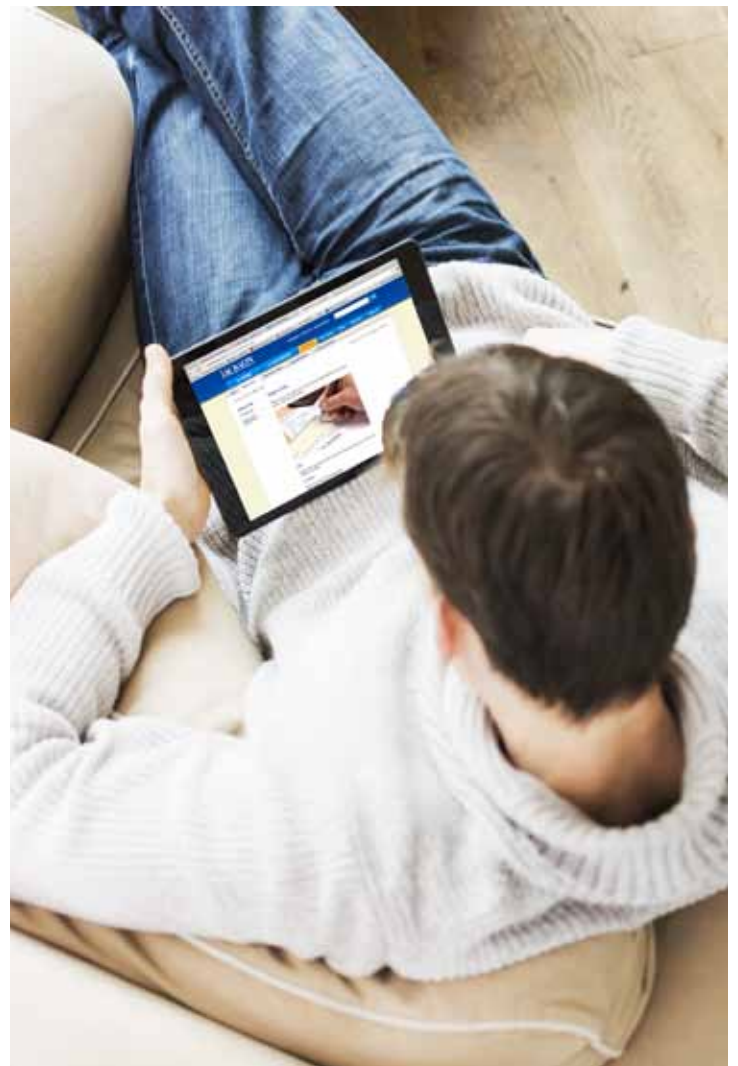
There's no charge to use your bank's electronic bill payment software to pay your power bill. Plus, the bank draft option allows you to set up a monthly reminder informing you that your bill's due date is approaching. You'll also have the option of signing up for paperless billing with an email notification that your bill is available to view online.

To sign up for automatic payment or paperless billing, contact your local Jackson EMC office or access your account information at <https://ebill.jacksonemc.com/>.

Get started today!

Just call Jackson EMC at **1-800-462-3691**

or visit us online at jacksonemc.com/energyfit.



Our Offices

Gainesville

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

Bill Sanders

District Manager

Gwinnett

461 Swanson Dr.
Lawrenceville, GA 30043
(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.twitter.com/jacksonemc



www.facebook.com/jacksonemc

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.

Peanut Butter Cheesecake

Ingredients:

4 cups graham cracker crumbs	4 (8-ounce) packages cream cheese, softened
1 stick (8 ounces) margarine, softened	3 tablespoons vanilla
2 cups sugar, divided	1 ½ tablespoons juice of fresh lime
2 eggs	1 cup crunchy peanut butter
1 ½ cup peanuts, coarsely chopped, divided	

Instructions:

To make crust: In large bowl, place graham cracker crumbs, margarine, ¾ cup of the sugar, eggs and 1 cup of the chopped peanuts. Mix with a fork until thoroughly combined. Press mixture into a greased 9-inch pie pan. Bake at 350 degrees for 10 minutes.

To make filling: In large bowl, whip cream cheese and remaining sugar with electric mixer for about four minutes or until fluffy. Add vanilla, zest of lime and lime juice. Beat at medium speed for about three minutes. Fold in peanut butter. Beat for three minutes or until light and fluffy.

Spoon mixture into baked pie shell; use spatula to smooth filling. Cover with plastic wrap or aluminum foil. Freeze overnight.

Thaw for one hour before slicing. Sprinkle each slice with remaining chopped peanuts. Serve.