

Kids Carnival, Health Fair,
Barbecue, Music and More

**Don't Miss Your
2014 Annual Meeting!**

JEMCO A PUBLICATION FOR JACKSON EMC MEMBERS news

September 2014



It's All About

SERVICE

*Celebrating Customer Service
and Satisfaction*



President/CEO
Chip Jakins

It's All About

SERVICE

Whether they ask to be or not, all companies are evaluated by their customers. Each time we eat out, we evaluate the quality of the restaurant meal and the service from our wait staff. When we use our smartphone, we take note of dropped calls and evaluate customer service from our provider. And even though our dealings with a company may be mostly good, all it takes is one bad experience to turn us off.

Few companies are evaluated as frequently as the power company. Every time we flip a light switch, we form opinions about the reliability and quality of our electric service. While our lights may have been on for 364 days out of the year, it's the few hours after a wind storm when we don't have power that we'll remember.

At Jackson EMC, we know our members expect us to meet their needs 24/7, and we stake our reputation on meeting your expectations through prompt and reliable service.

So that we can continue to improve, we routinely ask our members to tell us how we're doing, like last fall when we distributed 3,200 surveys to residential customers, asking you to rate us on key areas that drive service satisfaction, including customer service, electric service quality, billing, value provided and your experience when contacting us.

When the results were tabulated, it revealed that 94 percent of you are satisfied with the service we provide. It's the highest rating we've received in the 20 years we've conducted this research. We were both delighted and gratified; after all, in the same time period, Coca-Cola only received an 84 percent satisfaction score.

The survey further revealed that 93 percent of our members say they would choose Jackson EMC if they could choose their electric utility next time. And 91 percent said they are satisfied with how quickly we restore power after outages.

While we're obviously proud of these results,

we won't take for granted our mission to continue providing you reliable electric service and exceptional customer service. We understand how a great reputation today can be gone tomorrow if we fail to meet your needs. That's why we'll keep working hard on continuously improving operations and services at Jackson EMC.

With a Focus on Reliability

Last winter, a Polar Vortex brought record cold temperatures to our area. The severe cold was a good test of our equipment, and we passed with flying colors. Jackson EMC set a record demand of almost 1.3 megawatts.

Barely a month later, our employees prepared for what we feared would be a serious ice storm. When the storm only brought snow and sleet to our area, we sent our line crews to co-ops east and south of us to help repair damages brought to their systems due to ice accumulation.

Some outage origins, such as wind or the occasional ice storm, are out of our control, but we do all we can to limit the damage Mother Nature can do to our distribution system. The biggest threat in a storm is falling trees and limbs. Our vigorous

right-of-way maintenance program ensures that limbs are kept trimmed as far away as possible from power lines. When our best efforts to avoid outages fail, we have a comprehensive Emergency Restoration Plan that swings into action, mobilizing employees and equipment to respond to widespread power outages in an orderly,



JEMCO news

VOL. 63, NO. 9, SEPTEMBER 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



effective manner in order to get your lights back on.

Through a sophisticated network of about 213,000 Advanced Metering Infrastructure (AMI) meters and computerized systems – Outage Management, Geographic Information, Customer Information, Supervisory Data Control and Acquisition – we monitor the flow of electricity through our 78 metering points, more than 13,500 miles of energized wire and thousands of pieces of equipment that deliver power to your homes and businesses. These systems allow us to quickly identify and respond to outages by remotely manipulating equipment or dispatching crews to make repairs.

Last year, we began an automated distribution project to install reclosers in place of about 200 switches that have to be operated manually. These reclosers continually monitor the current in the line; when a problem occurs, they can operate independently or be operated remotely from our System Control Center. It will take several years to replace all 200 switches, but when they are installed, these reclosers will keep more members from losing power in the first place and restore power more quickly when outages do occur.

With the planning, system monitoring, right-of-way maintenance and employee training we have in place, we are well equipped to limit the number of power outages you experience and, when they do happen, get the lights back on quickly.

Welcoming New Members

After a slow rebound from The Great Recession, we have for the second year in a row added 3,000 new members. It's the most growth we've seen in the past six years, and it's a welcome sign of recovery. Jackson EMC now has almost 214,000 members.

In addition to adding more than 3,200 residential customers, we've added nearly 360 commercial and industrial customers.

Some of these were large, competitive customer-choice loads, including the Toyota Industries Compressor Parts facility in Pendergrass with its connected load of 21 megawatts. Other large loads that signed on with us in the past year are prototype Kroger stores in Hall and Clarke counties, ProCare Rx in Hall County, Millenium Mat Company in Gwinnett County and distribution centers for Ollie's and Homegoods in Jackson County.

In the past year, we built the new Valentine Farms and New Holland substations to serve two of our new commercial customers, Toyota in Jackson County and the Hall County prototype Kroger.



Conservative Management

Jackson EMC members have used almost 5.1 billion kilowatt hours of electricity in the past 12 months, and your co-op now has almost \$900 million in plant assets. Yet, even though we have 9,500 more members than we had five years ago, our cooperative operates efficiently with 46 fewer employees than it had at that time.

Our board of directors and staff continue to conservatively manage Jackson EMC, which is in very sound financial condition and continues to return money to you, our member/owners. Because we are a not-for-profit cooperative, a portion of revenues left over after all the bills are paid each year (we call them "margin refunds") is returned to members at year's end. Last December, eligible Jackson EMC members received \$5.5 million in margin refunds.

This December, we will mail \$6 million in refunds to more than 207,000 members who received service in 1989 and/or 2013. After this December 2014 refund, Jackson EMC will have returned almost \$102 million in margin refunds to our members since our cooperative was founded in 1938.

Margin refunds are not the only way we put money back in your pocket. Of the 94 electric providers in Georgia, our electric rates are among the 10 lowest.

To Better Serve You

Jackson EMC continues to implement new services designed to ease your interactions with us. Instead of having to call us, now you can use your smartphone and the Jackson EMC web app to view your bill, report an outage, apply for or disconnect service, and other functions. Our self-service website lets you conduct business with us 24/7, and now you can use our app to do that while you're on the go.

If you need to make special arrangements to pay your power bill, you may be able to make them over the phone now through an automated system without having to hold for a Customer Service Representative, saving you precious time.

To better serve our members in Madison, east Jackson and north Clarke counties, we recently opened a new office at Highway 29 and Spratlin Mill Road. This new office provides us with a central location to respond more quickly to your needs. Plus, it gives our members easier access to us, additional drive-thru lanes and an auditorium for community events.

Finally, to help you better manage your energy use, Jackson EMC this year kicked off an Energy Fitness program with the Energy Fitness Challenge, which was designed to get you on track to making wise energy choices to slim down your energy usage – and your power bill – on your way to becoming Energy Fit.

To keep you excited about becoming Energy Fit, this year's Grand Prize at Annual Meeting is a \$2,500 voucher towards purchase of the energy efficient appliances of your choice. Join us at Annual Meeting on September 18 to learn more about your cooperative and its products and services. Maybe you'll go home that night as our Grand Prize winner and our next Jackson EMC Energy Fit member! ▲



ANNUAL MEETING PROGRAM

Thursday, September 18
(All times approximate)

5:30 – 7:30 PM

- Registration
- Boxed Barbecue Dinner
- Customer Service Area
- Health & Wellness Fair
- Prize Tickets

5:30 – 8:30 PM

- Kids Carnival

6:15 – 7:20 PM

- Early Prize Drawing
- Entertainment by *The Perrys*

7:20 PM until Adjournment

- Invocation
- National Anthem
- Service Awards Recognition
- Meeting Called to Order
- Report of Quorum Present
- Official Notice of Mailing and Proof of Mailing
- Minutes of Last Meeting
- Board Chair's Report
- President/CEO's Report
- Election of Directors
- New Business
- Prize Drawings
- *The Perrys*
- Grand Prize Drawing

Annual Meeting Driving Directions

To Jackson EMC, 850 Commerce Highway, Jefferson, GA

Traveling I-85 North

- Take Exit 137 and turn right onto Hwy. 129/Hwy. 11 (Bypass).
- Drive one mile; turn left onto Hwy. 129 (Bus.).
- At the second traffic light into downtown Jefferson, turn left onto Hwy. 15 (Alt.) which becomes 82/15 (Alt.).
- Drive approximately one mile and veer right to continue on Hwy. 15 N (Alt.).
- Stay on Hwy. 15 N (Alt.) toward Commerce.
- Jackson EMC is located at 850 Commerce Hwy., on the right at the top of the hill.

From Athens

- Travel north on Hwy. 129.
- In Arcade, turn right onto Hwy. 129 (Bus.).
- At traffic light, turn right onto Hwy. 82/15.
- Drive one mile; veer right to continue on Hwy. 15 N (Alt.).
- Stay on Hwy. 15 N (Alt.) toward Commerce.
- Jackson EMC is located at 850 Commerce Hwy., on the right at the top of the hill.

To Off-Site Parking

Shuttle buses run every 30 minutes to drop you off at the Annual Meeting entrance.

Jackson County Comprehensive High School,

1668 Winder Highway, Jefferson, GA

From Athens, take 129 North

- At Arcade, go straight to take Jefferson Bypass (Damon Gause Bypass).
- Travel approximately three miles to the Hwy. 11 exit.
- Turn left on Hwy. 11.
- The main entrance to the school is immediately on the right.

From Atlanta, travel I-85 North

- Take Exit 137 (Hwy. 129/Jefferson) and turn right (south) onto Hwy. 129/Hwy. 11 (Bypass).
- Travel south until reaching the Hwy. 11 exit.
- Turn right onto Hwy. 11.
- The main entrance to the school is immediately on the right.

Jackson County Courthouse,

5000 Jackson Parkway, Jefferson, GA*

From I-85 North, turn right onto Hwy. 129 (Exit 137).

- Drive one mile; turn left onto Hwy. 129 (Bus.).
- At second traffic light in downtown Jefferson, turn left onto Hwy. 15 (Alt.) which becomes 82/15 (Alt.).
- Drive one mile; veer left to continue on Hwy. 82.
- Drive one mile; turn right onto Jackson Pkwy.
- Courthouse is on the left, about one-half of a mile down Jackson Pkwy.

From 129 North (Athens, Arcade)

- Travel north on Hwy. 129.
- In Arcade, turn right onto Hwy. 129 (Bus.).
- At traffic light, turn right onto Hwy. 82/15.
- Drive one mile; veer left to continue on Hwy. 82.
- Drive one mile; turn right onto Jackson Pkwy.
- Courthouse is on the left about one-half of a mile down Jackson Pkwy.

**You can also get to Courthouse parking by staying on Hwy. 15. Travel past Jackson EMC and continue for one-half mile. Jackson Pkwy. will be on the left. Follow signs to parking area.*



Annual Meeting Activities

Annual Meeting is the best place to learn about your electric cooperative and what being a member can do for you.

There's something for everyone at Annual Meeting. Young members will enjoy carnival rides, candy art and clowns, while adults learn about the cooperative's current operations and plans for the future. Everyone in attendance will receive one meal ticket for a barbecue chicken supper to be enjoyed onsite, and there are yummy ice cream treats to top off your dinner. Throughout the evening, The Perrys will perform. Plus, everyone has the chance to win a door prize!

There's also a Health Fair, which offers free and low-cost services, and the Jackson EMC Customer Service area where you'll learn about products and services featuring energy efficiency, finance and security.

Make your reservations online today at www.jacksonemc.com/annualmeeting or mail the enclosed reservation card by **Friday, September 12**. We look forward to seeing you at Annual Meeting on Thursday, September 18.

Health Fair Services and Information Booths

Visit the Health Fair area where healthcare professionals will be onsite to check out your concerns about blood pressure, pulse rate, vision, glucose levels, BMI, balance, sleep apnea and fitness. Child identification program kits will be available, along with a variety of other free services, evaluations and information. We have partnered with several health agencies from across our service territory to offer you free to low-cost services. They include:

- Bentley Assisted Living at Northminster
- CareSouth Health System
- Delta Dental
- Georgia Child Identification Program (CHIP)
- Georgia Lions Lighthouse
- Jackson County Health Department
- Northeast Georgia Health System
- Northeast Georgia Medical Center, Respiratory Services
- Northridge Medical Center
- St. Mary's Health Care System

Customer Service and Energy Programs

How Energy Fit is your home? Could you use a low-interest loan to fund your home improvements? Want a security package with NO contract? If so, our Customer Service area is the place to visit before you leave Annual Meeting. As a member of Jackson EMC, you have access to products, programs and services that save you energy and money, like these:

- Right Choice™ New Construction Program
- Personal Home Fitness Evaluation for Existing Homes
- Incentives, Loans and Rebates
- Home Fitness Monitor
- Green Power EMC
- EMC Security
- Associated Credit Union

Kids Carnival

Parents, accompany your youngsters to the Kids Carnival area to enjoy Carnival attractions from 5:30 to 8:30 p.m. Be sure to schedule enough time to take in all the age-appropriate rides. To help our Carnival staff stay on schedule, lines to rides begin closing at **8:15 p.m.**, so be sure to allow yourself enough time to enjoy these fun features:

- 22-foot Slide
- Kids Zone
- Lil' Tykes Village
- Inflatables
- Obstacle Course
- Candy Art Station
- Clowns

Grand Prize and Other Gifts and Prizes

As our custom has been for decades, Jackson EMC will provide an attendance gift as a token of our appreciation for your attendance at Annual Meeting. Each registered account member receives a gift, along with chances to win a variety of door prizes. Throughout the evening, prize numbers are called, so be sure to attend the meeting to hear your number called out for a door prize.

This year's Grand Prize will help the lucky winner become more energy fit. Don't miss out on your chance to win the Grand Prize of **\$2,500 worth of energy efficient appliances of your choice!**

Report to Members

		May 31, 2014	May 31, 2013	
Assets	BALANCE SHEETS			
	Utility Plant			
	Electric Plant in Service – At Cost	\$ 873,374,700	\$843,308,685	
	Construction Work in Progress	23,307,507	14,547,245	
	Gross Utility Plant	896,682,207	857,855,930	
	Accumulated Provision for Depreciation	(261,167,376)	(244,556,676)	
		635,514,831	613,299,254	
	Investments in Associated Organizations	126,013,230	117,597,799	
	Current Assets			
	Cash and Cash Equivalents	27,836,650	18,913,185	
	Accounts Receivable (Net of Accumulated Provision for Uncollectibles of \$3,751,638 in 2014 and \$2,931,480 in 2013)	23,391,767	21,128,873	
	Materials and Supplies	9,440,079	9,358,999	
	Prepaid Power Cost	22,514,601	43,610,000	
	Other	1,783,701	2,299,547	
		84,966,798	95,310,604	
	Deferred Debits	14,374,926	16,577,436	
	Total Assets	\$ 860,869,785	\$ 842,785,093	
	Members' Equity and Liabilities	BALANCE SHEETS		
		Members' Equity		
Membership Fees		\$ 3,099,785	\$ 2,996,840	
Patronage Capital		337,666,690	326,206,982	
Other Equities		604,247	631,930	
		341,370,722	329,835,752	
Long-Term Debt		404,281,844	417,712,398	
Other Long-Term Liabilities				
Accumulated Provision for Postretirement Benefits – Noncurrent		31,727,244	23,004,626	
Current Liabilities				
Long-Term Debt – Current Portion		12,211,000	11,517,000	
Accumulated Provision for Postretirement Benefits – Current Portion		1,545,000	1,277,000	
Accounts Payable		33,505,495	30,276,697	
Consumers' Deposits		9,907,860	9,206,319	
Other		15,048,824	13,774,494	
		72,218,179	66,051,510	
Deferred Credits		11,271,796	6,180,807	
Total Members' Equity and Liabilities		\$ 860,869,785	\$ 842,785,093	

Statements
of Revenue
and Patronage
Capital

STATEMENTS	May 31, 2014	May 31, 2013
Operating Revenues	\$ 486,442,180	\$ 475,270,872
Operating Expenses		
Cost of Power	369,273,613	357,553,539
Distribution Operations	12,954,020	12,217,562
Distribution Maintenance	16,320,932	15,662,833
Consumer Accounts	14,706,981	13,563,795
Consumer Information and Sales	7,837,519	6,928,592
Administrative and General	12,180,501	11,288,507
Depreciation	29,329,494	28,770,345
	462,603,060	445,985,173
Operating Margins Before Interest Expense	23,839,120	29,285,699
Interest Expense	21,763,698	21,265,089
Operating Margins After Interest Expense	2,075,422	8,020,610
Nonoperating Margins	6,230,678	5,683,001
Generation and Transmission Cooperative Capital Credits	8,483,651	7,880,449
Other Capital Credits and Patronage Capital Allocations	218,613	219,070
Net Margins	\$ 17,008,364	\$ 21,803,130
Patronage Capital - Beginning	326,206,982	309,409,969
Retirement of Patronage Capital	(5,548,656)	(5,006,117)
Patronage Capital - Ending	\$ 337,666,690	\$ 326,206,982

Jackson EMC Offices

1000 Dawsonville Highway
Gainesville, GA
(770) 536-2415

85 Spratlin Mill Road
Hull, GA
(706) 548-5362

850 Commerce Road
Jefferson, GA
(706) 367-5281

461 Swanson Drive
Lawrenceville, GA
(770) 963-6166

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

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www.twitter.com/jacksonemc



www.facebook.com/jacksonemc

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 Oatmeal Cookies

Ingredients:

½ cup butter, softened	1 teaspoon vanilla
½ cup butter-flavor shortening	2 eggs
¾ cup white sugar	1¾ cups all-purpose flour
1 cup brown sugar, packed	2 teaspoons baking soda
1 cup chunky peanut butter	¾ teaspoon salt
½ cup creamy peanut butter	1⅓ cup quick-cooking oats

Instructions:

Preheat oven to 350 degrees. In a large bowl, cream together butter, shortening, white and brown sugars and peanut butters until smooth. Add vanilla and beat in eggs, one at a time, until well blended.

Combine flour, baking soda and salt; stir into creamed mixture. Mix in oats until barely moistened. Drop by well-rounded teaspoonfuls onto ungreased cookie sheet. Gently press with fork to slightly flatten. Bake 10 to 12 minutes or until light brown. Recipe yields 4 dozen cookies.

Variation: Add 1 cup semi-sweet chocolate chips for a chocolaty peanut butter cookie.