

JACKSON
ELECTRIC MEMBERSHIP CORPORATION™

JEMCOnews

A PUBLICATION FOR JACKSON EMC MEMBERS

THE DARK

WHAT CAUSED THAT OUTAGE?
UNBELIEVABLE STORIES
FROM THE FIELD

APRIL 2016 | IN THIS ISSUE

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YOU SPOKE, WE LISTENED
PERSPECTIVE: POWERED BY TECHNOLOGY



POWERED BY TECHNOLOGY

As a society, we have a love-hate relationship with technology. We hate being tethered to our phones and computers, but love that it means we can reach out to other people and learn nearly anything we want to know.

Technology evolves at a rapid pace. As brilliant people figure out how to do things faster, better and cheaper, we increasingly rely on technology in our personal and professional lives. I'm still not sure we are better off with smartphones and now smartwatches; life was more peaceful when we didn't have Twitter streams to read, texts to respond to and emails to file, but being connected does have its advantages.

Because technology touches everything in our lives, it's important to focus on those areas that are most important to us. At my house, that means video games. At Jackson EMC, we invest in technology that improves the reliability of your electric service.

Our network automatically opens and closes switches when limbs or wildlife interrupt service. These momentary faults are reported and restored as part of our integrated outage management system, which connects everything from the meters installed at your homes to our network of substations and distribution lines and ultimately to the coordinators at work in System Control.

In some areas, we can isolate faulted line sections and restore power to large sections of customers remotely, using automated switches.

Using a computer-based prediction model and an advanced metering infrastructure, when outages occur we can estimate where the problem is based on where meters report. This technology saves time, allowing us to restore power for members faster.

Self-reporting meters are great, and they've significantly reduced the amount of time it takes for us to restore power, but they'll never replace your eyes and ears. You provide valuable information when you see a downed power line or hear a fuse blow. Smart meters let us know it is out; you can help us learn why by reporting outages online or calling in.

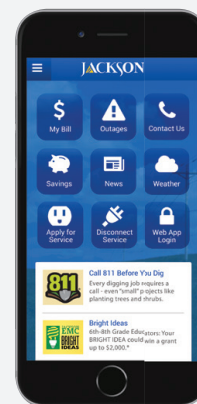
To be innovative as an energy supplier we have to look at what's coming next.

Technology is essential to the work we do and it's one of our ongoing strategic initiatives. We're always working to improve how we employ technology to ensure we are doing everything we can to give you effective, efficient, reliable electric service.

Technology has not replaced the need for the guy in the bucket truck. At the end of the day, it's those people who work every day, and some nights, who keep your lights on. This month, we celebrate the men and women who work on electrical lines; at Jackson EMC, Dwight Frost has worked them the longest. He's worked as a lineman and now a foreman here for 44 years. Technology goes a long way in making his job safer and faster, but it can't replace his dedication to keeping your lights on. The people who come to work every day at Jackson EMC are who make this company the best.

Let me know what you think; send an email to chip@jacksonemc.com.

Chip Jakins, President/CEO



NEED TO KNOW



HOME AUTOMATION Easier and More Economical Than Ever Before

Imagine using an app on your phone to turn on the porch lights when arriving home after dark, arming your security system after leaving in a hurry in the morning, or setting the thermostat down a few degrees so you'll be cool when you finally get home. These are a few possibilities you'll have with home automation from EMC Security.

EMC SECURITY HOME AUTOMATION OFFERS:

- ✔ Lighting Controls
- ✔ Door Lock Controls
- ✔ Thermostat Controls
- ✔ Security System Controls

As a member of Jackson EMC, you can add the cost of security and home automation services from EMC Security to your Jackson EMC bill each month and just pay one bill. Monitoring services start at \$16.95 a month.

Now, Jackson EMC members receive their first two months of monitoring at no cost.

“EMC Security provides feature-rich automation that allows easy management of your lights, locks, thermostat and security system anytime from anywhere.”

Vince Raia, President of
EMC Security.



LEARN MORE ABOUT
EMC SECURITY ONLINE AT
EMCSECURITY.COM

WAYS TO SAVE



CHECK & CHANGE YOUR FILTERS

Clogged, dirty filters block normal airflow and reduce the efficiency of your HVAC unit, costing you money. [According to the U.S. Department of Energy, replacing a dirty filter with a clean one can lower your air conditioner's energy consumption by five to 15 percent.](#)

Filters should be checked and changed regularly to make the best use of your energy consumption, especially during pollen season. Filters may also need more attention when the air conditioner is in constant use or if fur-bearing pets are in the house.

Be sure you are using the right filter. Unless your system calls for a pleated filter, get a basic one. The harder the system has to work, the more electricity it takes to run. If you want help shopping for the right filter, or monthly reminders to check yours each month, sign up for the filter change program and have filters delivered to your door.



LEARN MORE AT JACKSONEMC.COM/FILTER

SMART CONNECTIONS

GIVE A SHOUT-OUT TO LINEMEN THIS MONTH

We appreciate the hard work our linemen give us every day, but the rest of the nation joins us during the month of April, making it National Lineman Appreciation Month. In snow, sleet or scorching heat, linemen suit up to restore your power or build new infrastructure to make a brighter future.



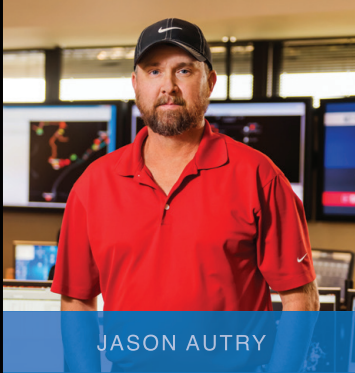
WHEN THE
LIGHTS GO OUT
SO DO THEY
#THANKALINEMAN



REACH OUT TO US ON FACEBOOK
AND TWITTER TO TELL YOUR
STORY. **#THANKALINEMAN**

THE DARK

WHAT CAUSED THAT OUTAGE?



JASON AUTRY



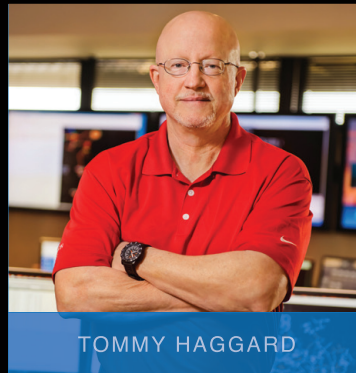
JACOB BENTON



KELLY PORTER



SCOTT BURLEY



TOMMY HAGGARD



GREG MATHIS

You count on Jackson EMC to make sure the power is there when you flip the switch. And we work hard every day to make that happen. Sometimes, however, outages do occur. Most often, weather and fallen trees cause the disruption in service.

The overhead distribution system is bare wire. Anytime something touches one wire and another it creates a short, or a direct path, that tells the equipment to stop working. The electric grid can be a fragile thing. Trees and limbs, ice, wind and animals can all cause issues with the overhead distribution system.

Twenty-four hours a day, 365 days a year, system control coordinators dispatch line crews and employ automated technology to restore your service as quickly and safely as possible. The six men on the other side of the radio calls have heard it all.

YOU WOULDN'T BELIEVE SOME OF THE OUTAGE STORIES THESE GUYS CAN TELL . . .

“Mystery surrounded a recurring outage in Madison County until we sat there and watched what was happening. An entire flock of birds was landing on the primary line and weighing it down until one dove’s curiosity caused it to peck the line in front of it. The bird is a conductor; so boom. All the birds would then fly away, leaving no visible cause for the outage.”

Kelly Porter



WILDLIFE

- A snake climbed 30 feet up a pole and blew a fuse.
- A fish was found on the top of a pole. While no one saw a bird put it there, an assumption was made a bird must have tried to land on the pole with the fish in its claw but dropped it. The fish shorted out the line.
- One time, a train hit a deer, which propelled it up into the air and onto the power lines, causing an outage.
- Ants build nests in transformers, which causes corrosion on the wires, which leads to an ant-caused outage.
- Cows scratch their backs on guy-wires and knock loose transformers. A 2,400 lb. back rub can be jarring.
- Squirrels’ teeth grow very fast and they have to chew continuously on hard things to sharpen and shorten them. More than occasionally, squirrels will chew through electrical wiring or on metal posts of the transformers, causing outages.



The NASDAQ stock market was briefly shut down in 1987 and 1994 due to squirrels chewing through power lines.



EQUIPMENT

- During a summer storm, the wind blew a trampoline out of the yard into the line. The metal from the track shorted out the switch. When we showed up, nearly the whole thing was on the line.
- An above ground swimming pool was blown up on the line after a summer storm. It didn’t have much water left in it.
- A tin roof from a barn blew off and ended up across the lines.
- Kites can cause outages when the wet string becomes wrapped around the wires.
- Mylar balloons have just enough aluminum in them to act as a conductor between the neutral and primary line.
- 3,768 people were without power when a cylinder from a spent firework landed in a substation.



TRANSPORTATION

- It is not rare for a car to hit a power pole; a train, though? Early in the day, crews had been clearing brush around the guy-wire and knocked it loose, allowing the pole to lean. Later that night a train came down the track and hit the pole, knocking the power out.
- While being moved from one location to another, houses can snag wires causing an outage.
- A car running into a house caused a major outage one night. We had to cut off the power for everyone’s safety.



PEOPLE

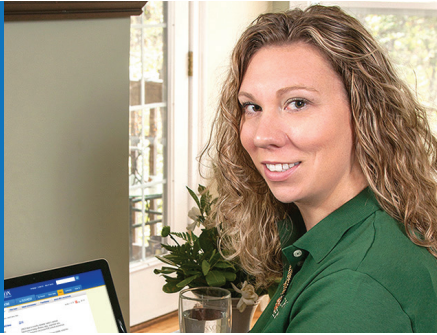
- A man once shot transformers causing an outage for several hundred of his neighbors.

DON'T BECOME ONE OF OUR STORIES

Utility lines can be buried as little as 6 to 8 inches below the surface. Digging holes for trees, or even tulips, have been known to cause outages.



CALL 811 BEFORE YOU DIG.



YOU SPOKE, WE LISTENED

April Sorrow, Editor

I'm still relatively new as the editor of this publication, although I've been here a little more than a year now. Despite the fact I've lived most of my life in Jackson County, I'm sorry to say that before accepting the position as editor of *JEMCO News*, I'd hardly read it.

To learn what *JEMCO News* readers want to know about, initially, I asked my family and friends. Then, I cast a wider net. I found myself asking everyone I met if they received the newsletter and what they were interested in learning about. The piece about electric animals in the August issue was an idea from a 4th grader I met at career day.

In 2015, we conducted a big research project so we could gather even more input from people I hadn't yet run into at the grocery store or soccer field. Who is surprised that the recipe is everyone's

favorite feature? I want you to know, every recipe featured in the newsletter has been cooked by me and served to my family. If I can't cook it, and my kids won't eat it, it doesn't make it to print.

You also want energy tips that save you money and are easy to do. And, you like to hear about the organizations receiving grants through your donations to Operation Round Up. You also really like the people who work at Jackson EMC. (We like you too.)

It turns out; everyone likes this newsletter. Eighty three percent of members give this newsletter a very high rating. **That's awesome!**

Many of you want a digital option, but you like the print version as well, so we are giving you the option to have one or the other or both.

I am incredibly thankful to the groups of people who stayed on the phone, logged into and sat in focus groups to give us the feedback we needed to make the best newsletter for all of our members.

Thank you.



WE SPENT A YEAR ASKING YOU WHAT YOU WANTED TO SEE IN JEMCO NEWS, AND NOW HERE IT IS. KEEP TELLING ME WHAT YOU LIKE AND DON'T LIKE,
ASORROW@JACKSONEMC.COM

COMMUNITY IMPACT: LOCAL LIBRARIES



PAPER AND PIXELS TO SUPPORT YOUNG READERS

Librarians are busier than ever, according to Beth McIntyre, regional director of Piedmont Regional Library System, which oversees libraries in Banks, Barrow and Jackson counties.

Since awarding its first grant to the library system in 2006 for the purchase of \$15,000 in children's books, the Jackson EMC Foundation has contributed \$85,000 to the Piedmont Regional Library System to build the children's book collection and to accelerate the system's e-book program.

"Brain development begins at birth, and reading to young children has been shown to increase brain development at those imperative early stages," says McIntyre. "A variety of books is essential at this level of development."

"Especially in the summer, we can't keep enough children's books on the shelves; they fly out the door," says McIntyre. "The Jackson EMC Foundation grants help us serve more children."

OPERATION ROUNDUP: YOUR DONATIONS AT WORK

The Jackson EMC Foundation board of directors awarded a total of

\$57,000 IN GRANTS

to organizations during its February meeting.

ORGANIZATIONAL GRANT RECIPIENTS:



\$15,000 | Madison County Senior Center

To help fund the Home Delivered Meals program, allowing frail and older citizens to receive nutritious meals, nutrition screening, education and counseling services and opportunities for social contact. The center currently serves 52 home-delivered meals daily, five days a week, and has a waiting list of six people.



\$15,000 | YMCA Piedmont

For its Summer Day Camp to enable 20 children ages 5-13 from economically disadvantaged families to attend a 11-week day camp that provides a safe environment and nurturing quality programs.

\$11,000 | L.A.M.P. Ministries in Gainesville

For its Community Youth and Children's program, a three-month session that combines group counseling and community activities to provide high-risk youths aged 7-17 in Hall and Jackson counties with a positive alternative to gangs, drugs and other delinquent behavior.

\$6,000 | 100 Black Men of North Metro Atlanta

For its "Men of Tomorrow" program in

Gwinnett County, which provides underserved youth, ages 12-18, with mentor/role models and education in life skills, healthy living, financial literacy and African American history to help these young men improve academics, attitude, graduation rate and goal setting.

\$5,000 | Athens Regional Foundation

To enable 20 uninsured or underinsured patients from Banks, Barrow, Clarke, Franklin, Gwinnett, Jackson, Madison and Oglethorpe counties to participate in the "Power to Change," a personalized educational program for diabetic or pre-diabetic individuals.

\$2,500 | ALS Association of Georgia

For its Equipment Loaner Program, covering all counties served by Jackson EMC. The program provides equipment not typically covered by insurance, Medicare or Medicaid at no cost to individuals living with ALS, a degenerative neurological disease.

\$2,500 | Gainesville/Hall County Community Food Pantry

To purchase food from the Atlanta Community Food Bank and the Georgia Mountain Food Bank for distribution to those in need in Hall County.



FOR MORE INFORMATION ABOUT THE JACKSON EMC FOUNDATION, OR TO APPLY FOR A GRANT, VISIT JACKSONEMC.COM/FOUNDATION

As the only public institution that offers books year-round, the public library plays a role in preventing summer slide—the summer break when many students lose retention of the previous school year's learnings.

McIntyre doesn't see the demise of hardback or paperback books anytime soon. In the meantime, more than 2,000 e-books were checked out during a recent month.

Most importantly, she reiterates, is that the communities are served with plenty

of options for book reading. Of the 160,000 people who reside in the three counties served by Piedmont Regional Library System, more than 55,000 are library card holders, according to McIntyre. That's a lot, but she's eager to hand out more.



TO LEARN MORE ABOUT THE PIEDMONT REGIONAL LIBRARY SYSTEM, GO TO PRLIB.ORG



YOUR POWER.
YOUR COMMUNITY.

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(706) 543-4009



PERIODICALS
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MEMBERS MAKE IT DELICIOUS

Cream Cheese Pound Cake

“My family and friends enjoy this recipe very much and it is simple to make.”

-LISA CHEEK, LILBURN, GA



INGREDIENTS

- 3 sticks butter
- 8 oz. cream cheese

Cream together butter and cream cheese until mixture is light and fluffy.

THEN

- Add 3 cups granulated sugar (sifted) blend well
- Add 6 eggs (one at a time) blending well after each egg
- Add a dash of salt and 1 teaspoon vanilla, blend well
- Add 3 cups of cake flour (sifted) add 1 cup at a time and blend well after each cup

DIRECTIONS

Pour batter into a greased and floured tube cake pan. Start in a cold oven at 325° and bake for 1.5 hours. Let the cake cool slightly in the pan. Run a sharp knife around the inside of the pan to loosen before placing on a cake plate.

FEATURED
RECIPES RECEIVE

\$200

PRIZE
PACKAGE



SEND YOUR BEST RECIPES TO: ASORROW@JACKSONEMC.COM OR MAIL TO:
COOPERATIVE COOKING | JACKSON EMC | PO BOX 38 | JEFFERSON, GA 30549