



A PUBLICATION FOR JACKSON EMC MEMBERS

JEMCOnews

February 2016

Your
Power.
Your
Community.



President/CEO
Chip Jakins
chip@jacksonemc.com

And the survey says...

In 2015 we spent a lot of time talking to you. We mailed thousands of letters and you responded. We called hundreds of you and you spoke to us. We asked you to sit at computers and answer questions, play games and interact with one another. And we invited you to sit in a room of strangers and talk, and you agreed. We were asking you if we are meeting your needs, communicating effectively and ultimately if you had a choice, if you'd choose Jackson EMC to be your electric company.

Overwhelmingly, you said, "yes," which tells us we are doing a good job. You also helped us identify areas most important to our members, and areas where we need to improve.

Being in the electric business, prompt power restoration after an outage was a concern among our members. Outages might come with the territory, but we're constantly upgrading our distribution system to improve service for our members. This year we'll add 48 3-phase reclosers to the 135 already on our system. Technology that minimizes the impact of an outage, these automated switches can change a 2,000-member outage into a 200-member outage within a few seconds. Then, we can dispatch a line crew to repair the lines for those members still without power. Technology like these reclosers and the smart meters on your homes make our electrical system more reliable.

The vision we have for Jackson EMC is to be the "best, forward-thinking, innovative, energy-supplier providing a friendly and fulfilling work environment." Therefore, as part of the survey this year, we asked about how you view Jackson EMC's character as a company. We want to know where we are in your eyes in terms of our values, mission and vision.

I am proud that 75 percent of you say being "focused on its members" is part of Jackson EMC's character as a company. This is a value we hold in high regard. However, we need to work on improving the visibility of the innovative work we are doing since only about 40 percent of you think of your cooperative as being innovative and forward-thinking.

You said Jackson EMC is a "trustworthy" company "concerned about its members' needs" with "knowledgeable employees." You also recognized our cooperative as one concerned with "being a good citizen in the community." In all of these areas, you gave us scores in the 90s. Community service is another value we've identified as important to the cooperative.

We completed a comprehensive communications audit in 2015. Most of you said you get information about Jackson EMC right here in *JEMCO News*. Based on your feedback, we are making this valuable tool fit the way you live by offering an e-newsletter in the coming months.

You also told us what kinds of information you want: tips on how to save money on your electric bill, stories about the organizations the foundation grants fund and those delicious member recipes. That's what we're going to give you.

You invested a lot of your time in helping your cooperative become better. Thank you for your participation and honest feedback. It is our mission at Jackson EMC to exceed our members' expectations with reliable, courteous and personalized service.

Look for a report on the research results in next month's *JEMCO News*.

You rated Jackson EMC on:



JEMCO news

VOL. 65, NO. 2, FEBRUARY 2016
(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.

April Sorrow, Editor.

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Apply Now for the 2016 Washington Youth Tour

Spend a week with like-minded teens in Washington D.C. as one of Jackson EMC's delegates for the 2016 Washington Youth Tour, set for June 9-16. Applications for the 2016 tour are currently being accepted for this once-in-a-lifetime leadership experience.

Four students will be selected as delegates and will be given a free ticket for this leadership experience. High school sophomores and juniors will spend time with youth leaders from across the nation while they develop crucial leadership skills; visit noteworthy monuments, memorials and museums; and meet state representatives at the Capitol.

Applications are available at www.jacksonemc.com/wyt, but must be submitted to your school counselor or leadership contact. Area schools' deadlines vary. Check with your high school guidance counselor to learn when applications are due.



★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Calling all current sophomores & juniors!

WASHINGTON YOUTH TOUR

Win a FREE week-long leadership trip to Washington D.C.

Winter Energy Saving Tips

Get a heat-pump programmable thermostat. If you already have one, check it to be sure it is set correctly.

It's cold outside, but you don't have to be. Use these tips to stay warm while keeping your energy bill low.

Set your thermostat to 68°



Wear warmer clothes.

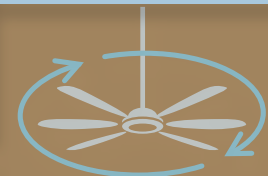
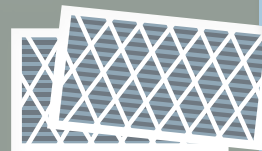


Use the sun for natural heat. Open curtains and tilt blinds downward.

Be sure registers are free from furniture and other obstructions. (Blocking airflow is like forcing your heat pump to run a marathon with a mask on.)



Check air filters each month. Replace them when they are dirty.



Run ceiling fans clockwise on low to circulate warm air.

To check for air leaks around doors: stand back and look at the door. If you see sunlight around the edges, your conditioned air is escaping.

Add weather stripping to areas where air leaks occur.



Thresholds wear out too. Check the bottoms of doors to make sure they are sealing when closed. If not, replace them.

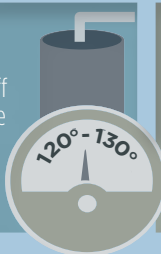
Install foam gaskets behind electric outlets and switch plate covers on exterior walls.



Did you know the average home has air leakage equal to a two-square-foot hole? That's like leaving a medium-sized window open 24 hours a day.

We need hot water year-round. Depending on the number of people bathing and your laundry demands, water heating accounts for 15-25% of your energy bill.

Set thermostat to 120° - 130° (Be sure to turn off the breaker for the water heater before adjusting the temperature.)



Check for leaks. A faucet dripping hot water can add up over a period of time



Wash clothes in cold water, or use warm water with a cold rinse cycle.



Run full loads in the washing machine and dishwasher.



Learn more about your home's energy use with the Home Energy Monitor. Using your account information, this interactive program will provide personalized advice on how to save energy. Learn more at www.jacksonemc.com/energyfit.

Member Resources

If you pay Jackson EMC for the electricity you use each month, you are a member-owner of this cooperative. Your Jackson EMC membership entitles you to **benefits** you may not be aware of.



Low-interest loans up to \$5,500 can assist members in completing energy efficient **improvements** or **replacing broken HVAC** systems.



www.jacksonemc.com/loans

Budget Billing levels out the seasonal peaks of electricity use and members pay an average of their annual consumption each month.

www.jacksonemc.com/payment-plans-and-assistance



Members over age 62 with a household income less than \$15,930 can receive a **\$12.50 credit** on their monthly bill.

Whole-house surge protection is available for motor-driven appliances, such as HVAC units, refrigerators, garage door openers and water heaters. High-quality, plug-in surge protectors are available as well for \$17-\$88.



www.jacksonemc.com/surge

Rebates save you money if you need to replace your **heat pump** or **water heater**.

www.jacksonemc.com/rebates

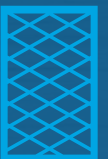
Members interested in adding monitored security service from **EMC Security** to their homes or businesses can add the charges to their monthly electric bill.

www.emcsecurity.com



Through our partnership with filterchange.coop you can have the right **filters** delivered to your door at the lowest price. You can also get email reminders when it is time to check them.

www.jacksonemc.com/filter



Learn more about these benefits at www.jacksonemc.com, which is a huge member resource. Online, members can:

- Sign up for our free monthly bank draft program <https://ebill.jacksonemc.com>
- Watch videos about DIY energy projects www.jacksonemc.com/diy
- Learn how much you could save by upgrading your appliances, electronics or lighting with our energy guides www.jacksonemc.com/guides

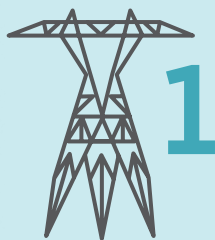
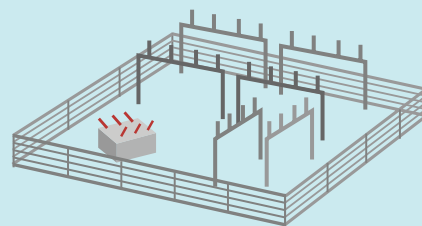
How the Power is Restored

To report an outage online, visit www.jacksonemc.com or call 1-800-245-4044.

AT JACKSON EMC, we know you count on us to keep the lights on. And we work hard to make that happen. But when outages occur, we work to restore your power as quickly and safely as possible.

Once we learn about an outage through smart meters installed on homes and businesses, the SCADA data network connecting our substations and circuits or member reports, we take these steps to restore your power:

- **System Control** is monitored 24/7 by technicians who manage the service for 219,000+ meters. Using distribution automation technology we have in place today, many outages can be restored remotely.
- **Line crews** are dispatched if manual repairs are needed. Day or night, linemen work to restore your power.



1

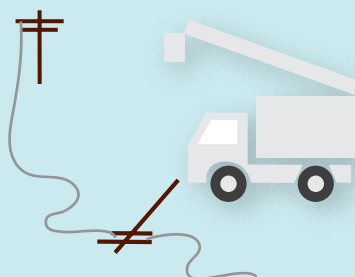
Transmission towers and cables supply power to thousands of consumers. These facilities must be repaired before other parts of the system can operate.

2

Substations serve hundreds or thousands of members. Problems corrected at the substation restore power to a large number of people at once.

3

Distribution lines are repaired next. Extending from substations, these lines supply towns, housing developments and other large groups of members.



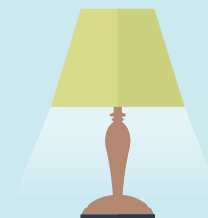
4

Supply lines or tap lines that deliver power to transformers, either mounted on poles or placed on pads for underground service, are repaired next, bringing power back to those members.



5

Individual homes and businesses where damage has occurred to the service line between your house and the transformer are restored next. *However, if there is damage to the service entrance, the lines that carry power from the meter to the wiring inside your house, a licensed electrician will need to make those repairs before we can safely restore power to your home.



Lights on. Providing you with power is our top priority. We work to keep your power on 24/7, 365 days a year.



Share your Recipes with JEMCO News

Share your best recipes with JEMCO News readers. In 2016, we are rewarding our contributing chefs with a sweet collection of kitchen goodies and gadgets. Each month we will feature a new recipe from one of our members and they will receive a chef-worthy gift including a Cuisinart® Smart Stick Hand Blender.

It's hard to imagine cooking without the help of an oven, stove or microwave. However, in 1938 when Jackson EMC began serving this area with electricity, people had never fried chicken on an electric stove or baked a chocolate cake in an electric oven, so they were taught by the employees of the cooperative.

To honor this rich history of good food and the role electricity plays in preparing it, we feature member recipes each month in JEMCO News. Send your recipes, complete with name, address and daytime telephone number, to: **Cooperative Cooking, Jackson EMC, PO Box 38, Jefferson, GA 30549** or send an email to JEMCO News editor April Sorrow at asorrow@jacksonemc.com.



A cookbook featuring recipes from members and employees, *Watts Cookin on the Line?*, debuted in 1965. More than 100,000 copies of the cookbook have been sold.

WHAT'S COOKIN'?

"My Mother taught me how to make this delicious recipe; whenever I make this Mexican cornbread it makes me feel like she is near me."

— Michele Nunn - Nicholson, Ga

Mexican Cornbread

Ingredients:

- 1 stick butter
- 3 cups cornmeal
- 2 eggs (beaten)
- ½ cup jarred jalapeño peppers (chopped)
- 1 can of creamed corn (15 oz.)
- 2 cups sharp cheddar cheese
- Package bacon
- ¾ cup Buttermilk

Instructions:

- Heat oven to 375°
- Take a black iron skillet and melt a stick of butter in it until it is melted and boiling hot.
- Add layer of bacon and cook for about 6 minutes. I like to weave mine to make it pretty.
- Mix together cornmeal with eggs.
- Add creamed corn, sharp cheese and jalapeño peppers. You also can pour in some of the juice



from the jalapeño jar in the mixture.

Mix the cornbread ingredients up well. Then, slowly add buttermilk and continue to mix well. Start with ½ cup of buttermilk and continue adding until you reach a medium consistency. Not too wet and not too dry.

Pour in the hot pan over the bacon and bake at 375° until brown.

(Depending on pan size, cooking time may vary between 45-60 mins.)

Submit Recipes to:

Cooperative Cooking
Jackson EMC
P.O. Box 38
Jefferson, GA 30549

NOA's Ark, Inc. (No One Alone)

Since 1990, NOA's Ark, Inc., in Dahlonega, has provided emergency shelter and a comprehensive support program for those in situations involving domestic violence. By meeting their immediate needs, making counseling available and helping victims transition into new homes, NOA's Ark works to stop the cycle of abuse.

For the past 10 years, the Jackson EMC Foundation has helped fund trauma counseling programs at the domestic violence shelter. The first grant for NOA's Ark was \$7,500 for parenting classes in November 2005. Most recently, a \$5,000 grant approved at the December Foundation meeting will provide food to shelter residents and outreach clients. In all, grants for NOA's Ark total \$77,000.

Families are allowed to stay up to three months at the emergency shelter, where women and children have access to as many counseling sessions as they desire. Along with individual counseling, two support groups offer extra counseling options. After leaving the shelter, eight more sessions are available.

"We feel that counseling is the essential component here," says NOA's Ark Executive Director Cara Ledford. "The counselors dig deep into the trauma, help clients put everything in perspective and help them through it. Counseling plays a crucial role in healing and shift of mindset, self-awareness and self-esteem. It's the critical piece in what we do. We're so grateful for the Jackson EMC Foundation. We couldn't do what we do without the counseling. It's one of the key factors in not repeating the cycle and getting out of the shelter and on with life."

JACKSON
EMC
FOUNDATION

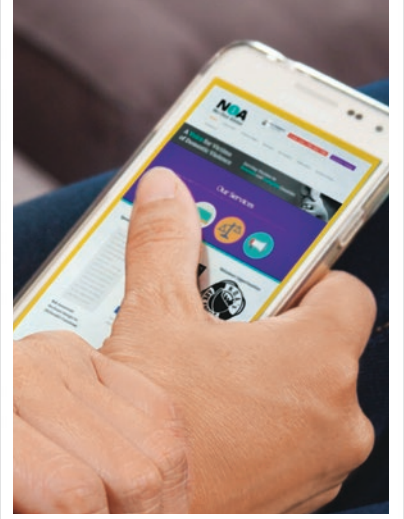
10
YEARS
MILLION

NOA's Ark contracts with private practice licensed professional counselors trained in trauma, depression, anxiety, Post-Traumatic Stress Disorder and other issues related to domestic violence. Shelter residents and non-residents are offered counseling services, including male victims of domestic violence who are housed in area motels.

While the stories of families who seek shelter at NOA's Ark vary dramatically, one constant is that those involved can benefit from counseling. Ledford shares one family's experience: "We had a woman with two children who were shutdown, not speaking and with barely any motor skills, just so far behind mentally. Her husband had been locking the children in closets and hurting their mother. Here, she started counseling, got the kids into Head Start, and within two months they were speaking, interacting and happy, like they were new little children."

Serving Lumpkin and Dawson counties, NOA's Ark also helps clients transition into apartments in their new Rapid Rehousing program. The organization's thrift store in downtown Dahlonega allows clients to shop for free to acquire kitchenware, linens and other necessities for setting up housekeeping in a new home.

To learn more about NOA's Ark, visit www.noonealone.org. ▲



operationroundup

Jackson EMC Foundation awards \$92,450 in grants

The Jackson EMC Foundation board of directors awarded a total of \$92,450 in grants during its December meeting, including \$81,950 to organizations and \$10,500 to individuals.

Organization Grant Recipients:

\$15,000 to **Habitat for Humanity of Gwinnett County** for the "A Brush with Kindness" program, which provides minor home repairs, painting, landscaping and weatherization to low-income seniors, the disabled and low-income homeowners who financially struggle to maintain their home in decent and safe condition.

\$15,000 to the **Lawrenceville Cooperative Ministry** for its Emergency Food Assistance Program, which provides clients with emergency food supplies, buying them time to deal with the difficult and frequently temporary circumstances they are facing and helping them get back on their feet.

\$10,000 to the **C.O.R.E. (Confidence, Ownership, Responsibility, Exercise) Program**, a community health initiative covering Barrow, Clarke, Gwinnett, Jackson and Madison counties that engages underprivileged

adolescents at risk for chronic conditions related to obesity and overweight conditions in a 12-week program of high intensity, high impact exercise and behavior modification upon referral by a pediatrician.

\$10,000 to the **Eyes of Love Lighthouse Mission** in Buford, a grassroots ministry that collects and distributes clothes, food and furniture to those in need in Gwinnett, Hall and Barrow counties to help them get back on their feet, to help with rent on the building used to house the mission's inventory.

\$10,000 to the **Athens YMCA** to provide 40 underprivileged children access to the After School Program, providing opportunities for them to participate in activities such as football, soccer, basketball, mountain biking, cheerleading, modern dance, swimming, and arts and crafts.

\$9,650 to **Choices Pregnancy Care Center in Gainesville** for ultrasound

services to check for a pregnancy's viability and ectopic pregnancy, and to purchase parenting videos, literature and incentive baby items for its My Baby Counts program, which provides crucial parenting skills to pregnant women and new parents in Gwinnett, Hall and Jackson counties to break the cycle of inadequate parenting, neglect and abuse.

\$5,000 to **NOA's Ark** (No One Alone), a Dahlonega emergency shelter and comprehensive support program for women and children who have been the victims of domestic violence or sexual assault, to help provide food to shelter residents and outreach clients.

\$4,800 to **Books for Keeps**, an Athens nonprofit organization that works to improve children's reading achievement, for its Stop Summer Slide program, which provides books for summer reading to children in Clarke County elementary schools where 90 percent or more of the

students receive free or reduced lunches.

\$2,500 to the **Community Helping Place**, a Dahlonega nonprofit that addresses hunger in the Lumpkin County community, to purchase food for its food pantry, summer food program and White Christmas food boxes.

Individual Grant Recipients:

\$3,500 to help make handicap-accessible modifications to a van for a 10-year-old boy with cerebral palsy.

\$3,500 to help purchase a van equipped to carry wheelchairs for two brothers who have mitochondrial disease.

\$3,500 to help purchase a handicap-accessible van for a 19-year-old boy with cerebral palsy.

For more information about the Jackson EMC Foundation, or to apply for a grant, visit www.jacksonemc.com/jemcfoundation.

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

need to know

Comparison Shop at Local Home Shows

Visit local home shows this month and learn about products you've been considering purchasing for your home. Experts on everything from flooring and cookware to outdoor lighting and pianos will be at this year's home shows in Duluth and Athens. Use the accompanying coupons to save on ticket prices for both the North Atlanta Home Show in Duluth, February 19-21, and the Athens Home and Garden Show, February 20-21.

We encourage our members to visit the local home shows to discover decorating and energy saving ideas for your home, inside and out. While you're there, don't forget to stop by the Jackson EMC booth where our representatives will be on hand to answer your energy-related questions and share information on our products and services.



19TH ANNUAL

North Atlanta Home Show

Infinite Energy Center (Formerly Gwinnett Center)
6400 Sugarloaf Parkway | Duluth, GA | 770-998-9800
atlantahomeshow.com

\$2 OFF

\$2 off 1 General Admission Ticket, not to be combined with any other offer

GENERAL ADMISSION: \$8

MILITARY W/ID: Buy one ticket for \$8 and get one FREE

SENIORS 65+ W/ID: FREE

CHILDREN 12 AND UNDER: FREE

Friday, February 19, Noon - 6 pm

Saturday, February 20, 10 am - 6 pm

Sunday, February 21, Noon - 5 pm

2016 ATHENS HOME AND GARDEN SHOW

Athens Classic Center
300 N. Thomas Street | Athens, GA | 706-543-5760

\$1 OFF

ADULTS: \$6

SENIOR CITIZENS: \$4

CHILDREN UNDER 12: \$4

CHILDREN UNDER 3: FREE

Saturday, February 20, 10 am - 5 pm

Sunday, February 21, Noon - 5 pm