

JEMCOnews

WHAT WE'VE LEARNED FROM

6 BIG STORMS

FEBRUARY 2017 | IN THIS ISSUE

MEMBERS NOW HAVE ACCESS TO HOURLY ENERGY USE
APPLY NOW FOR WASHINGTON YOUTH TOUR
JACKSON EMC FOUNDATION SUPPORTS FRAGILE KIDS





EXCEEDING EXPECTATIONS

I ordered several bags full of food from a popular chicken restaurant not long ago. When I arrived at the window, I realized I didn't have any money. I had forgotten my wallet at home. I looked up at the cashier and embarrassingly explained the situation. He said it was no problem and handed me my family's dinner; said that I could take care of the bill next time. When I arrived at the restaurant, I expected them to be polite and take my order with a smile. I did not, however, expect them to trust me to return to pay for \$50 worth of food — that far exceeded my expectations.

Meeting expectations is tough, and exceeding expectations is even tougher, but that's our goal at Jackson EMC. And we aim to do that through reliable, courteous and personalized service.

I can get a chicken sandwich and fries anywhere. But based on the service I received, I know which place I'll put at the top of my list. (Here's a hint — they serve a great chicken filet sandwich!) My hope is, when it comes to electricity you'd put the service you receive from Jackson EMC at the top of your list, too.

You expect to have electricity flowing to your homes and businesses every minute of every day. And you should. That's why we're here. Our goal is to keep the lights on for all of our members all of the time. To exceed that expectation, when Mother Nature wreaks havoc on our distribution system, weighing down the lines with ice, laying down trees and snapping poles, we need to get the power restored faster than we did during the last storm. To get better with each new challenge, we learn; we clear the right-of-way; we install equipment that helps us identify the source of the outage faster; and we plan for threats, putting people in place to respond when needed.

We want to do more than keep the lights on. We want to provide outstanding customer service to our members. To us, that means you get answers the first time you visit, call, email or message us. We call it one contact resolution and we have a team of people dedicated to improving your experience.

Many of you share your stories with me and let me how we're doing in exceeding your expectations. Last month, I heard from my friend Dwight Puckett in Suwanee, who was having a small roof repair. In the process, the repairman noticed an electrical issue that needed attention, so he gave us a call to have the power shut off. I learned instead of shutting it off remotely, we sent a couple of guys out there to take a look and we made the electrical repair ourselves. I also heard from Rick Wright, whose experience with our contact center was so great he decided to send me a personal email with the subject line "applaud."

I really do enjoy hearing these stories. I need to hear more of them, the good and the bad.

I'm asking to hear from a lot more of you because for us, the first step in exceeding expectations is to know what they are. When you're in our district offices, or on the phone with our contact center, or reaching out to us through our social networking sites — tell us what you expect. **Or, send me an email to chip@jacksonemc.com.**

Chip Jakins, President/CEO

WAYS TO SAVE: PROGRAMMABLE THERMOSTATS

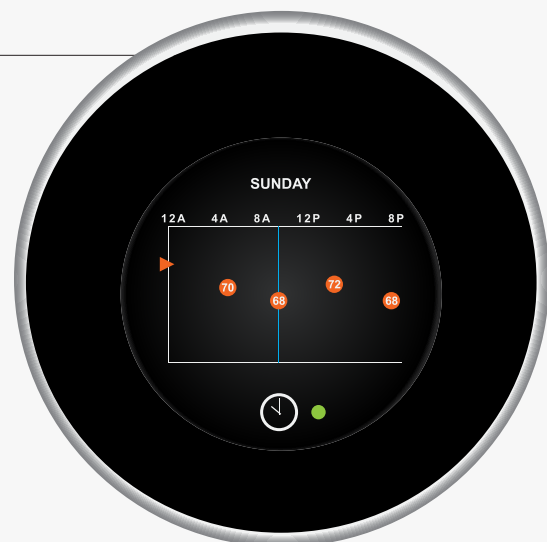
For most homeowners, about half of your electricity is used to cool or heat the air inside your house. And, in most of these homes a programmable thermostat can be used to save you money without sacrificing comfort. While thermostats can be adjusted manually, programmable thermostats can avoid discomfort by returning temperatures to normal before you wake or return home.

IMPORTANT TO CONSIDER:

The smaller the difference between the indoor and outdoor temperatures, the lower your overall heating or cooling bill will be.

Programmable thermostats can store and repeat multiple daily settings that you can manually override without affecting the rest of the daily or weekly program.

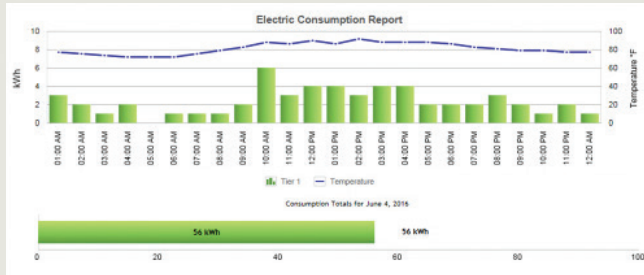
For any cost savings, members must program the thermostat to change temperatures during the day.



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My Energy Use

Residential members now have access to their hourly, weekly and monthly energy use through their online profile. Our advanced metering infrastructure, or smart meters, provides energy use information by the hour. Tools like “My Energy Use”, which Jackson EMC is providing for its members, provides this personalized energy use information through members’ online account.



WITH MY ENERGY USE, MEMBERS CAN:

- ✓ Access hourly, weekly and monthly energy use through their online profile.
- ✓ View graphs and compare usage trends.
- ✓ Set up notifications when energy use exceeds limits they set.

NEED HELP USING THIS TOOL?

Learn more about how the tool works and how members can use it to learn more about energy use at home at jacksonemc.com/myenergyuse.

Watch a short video tutorial here: <https://youtu.be/boakd7hxZ6k>.

If you have any questions or concerns, contact customer service at 1-800-462-3691.



This personalized tool is available through your online account, at ebill.jacksonemc.com



WHAT WE'VE LEARNED FROM

6 BIG

STORMS

In February 2015, our electrical distribution system saw the worst storm in our history. Curious about how other storms stack up, we've researched Jackson EMC's biggest storms in terms of disrupted electrical service.

 =10,000 OUTAGES



128,185
OUTAGES

ICE STORM FEBRUARY 16-17, 2015


This mid-February ice storm created outages in all 10 counties we serve. With help from 600 linemen from other EMCs, we replaced 155 broken poles that snapped under the weight of the ice. Power was returned to all of our members within three days.

ICE STORM JANUARY 23, 2000

This storm came without warning. Weather forecasts were encouraging until the storm was underway. Unrelenting freezing rain began to fall across our service area on Saturday afternoon. By the next morning, outage reports were coming in.




83,106
OUTAGES



40,000
OUTAGES

ICE STORM FEBRUARY 6, 1979

It began as soft snowfall, but quickly changed to rain that froze on trees, limbs and power lines. All of our linemen were called into work, as well as those from other EMCs. Power was restored in six days. The winter of 1979 saw three significant outages. "It was a horrible nightmare for all," said then manager W.H. Booth.




33,000
OUTAGES

ICE STORM DECEMBER 27-29, 1992

An unusual post-Christmas ice storm was isolated almost exclusively to our service territory. After the initial ice storm, thunderstorms, sleet, dense fog and soggy soils made restoration difficult for our crews. This storm attracted little media attention, which made communication with our membership challenging. All members were resorted within 36 hours.

BLIZZARD MARCH 13, 1993

The "Storm of the Century" hit metro Atlanta on Saturday, leaving nearly 3 feet of snow across north Georgia. Forecasters were sounding ominous warnings of overnight blizzard conditions as a hurricane-like storm churned out of Florida into Georgia. Many people were unprepared as temperatures had been in the 70s just days prior. The majority of members had service restored by Sunday evening. Several crews went on to help snow-battered EMCs in northwest Georgia who remained without power much longer.




34,000
OUTAGES

SNOW STORM MARCH 1, 2009

Just days after our linemen returned home from assisting Kentucky cooperatives' winter storm recovery, we were faced with our own. Nine inches of snow followed by pounding rain left nearly all of our Madison County members affected. Line crews had to cut through fallen trees and limbs to get to power poles and trucks were sinking in the saturated ground. After five days in the winter storm's wake, power was restored.

Cover image of Rodney Black restoring power during this storm.



26,000
OUTAGES



WHY IS ICE SO DAMAGING?

Trees! Ice is heavy. When water freezes on tree limbs it weighs them down causing them to break, which can fall on power lines, transformers or just put them in the way. If you mix wind and ice, those heavy trees and power lines can fall down completely, or snap power poles under the weight of the ice. A 1/2 inch of ice can add 500 pounds to powerlines.

Power lines are built to withstand ice and wind.

DID YOU KNOW

Jackson EMC's overhead distribution lines can tolerate up to 2 inches of ice, or 2,000 pounds.

WHAT WE'VE LEARNED:

The way Jackson EMC responds to storms and outages changes after every storm. We learn from each storm and fine-tune our emergency response plan.

1

We have an established emergency response plan that lets us coordinate crews and member communication.

2

Our communications options for members are far greater than they were during the storms of the 90s, both in terms of outage reporting and real-time outage monitoring.

3

New technology helps us isolate the source of an outage, rather than looking for problems on the lines the way we used to.

Slow Cooker Cowboy Beans



“ My grandmother gave me this recipe. I love making it because it has an amazing taste to it.”

- ANGELA HENDRIX JONES, COMMERCE, GA

INGREDIENTS:

- 1/2 lb. bacon (cooked and crumbled)
- 1/2 lb. ground beef
- 1/2 lb. ground pork breakfast sausage
- 1/2 cup chopped onion
- 1 16-ounce can pork and beans
- 1 16-ounce can pinto beans
- 1 16-ounce can butter beans (drained)
- 1 16-ounce can kidney beans (drained)
- 1/4 cup brown sugar
- 1/4 cup barbeque sauce
- 2 tablespoons mustard
- 1 teaspoon chili powder, garlic salt and Montreal steak seasoning

DIRECTIONS:

- Brown beef and pork on medium heat.
- Toss onion in with meat and cook until tender. Drain.
- Add all ingredients to the slow cooker. Cook on high for 1 hour.
- Reduce heat to low after 1 hour and cook an additional 2-4 hours.



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

OPERATION ROUNDUP: YOUR DONATIONS AT WORK

The Jackson EMC Foundation Board of Directors awarded

\$77,792 IN GRANTS

during its December meeting including **\$74,927 to organizations** and **\$2,865 to an individual.**

ORGANIZATIONAL GRANT RECIPIENTS:

\$15,000 | 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.

\$15,000 | Project Adam, a nonprofit focused on the prevention and treatment of alcohol and drug dependency, to cover the entry fees of 12 men who can't afford to enter the residential treatment program and do not have family to assist them.

\$11,927 | Fragile Kids Foundation, a Georgia nonprofit that provides prescribed

medical equipment that Medicaid and private insurance will not cover to medically fragile children, to help fund the purchase and installation of critical medical equipment such as electronic wheelchair van lifts, strollers, toileting and bathing systems in the counties Jackson EMC serves.

\$10,000 | 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.

\$8,000 | Eagle Ranch, a Chestnut Mountain home for boys and girls in crisis, serving all of Northeast Georgia, to cover the annual subscription costs for an electronic health record database system that securely stores state-required records and tracks the ongoing progress of the youth being served.

\$7,500 | Adventure Bags, an Auburn-based nonprofit that sources and stuffs comfort bags and distributes them to displaced children through local DFCS offices, domestic violence shelters, fire departments, group homes and

children's shelters in Jackson EMC's service area to provide comfort and security in a crisis.

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

\$2,500 | Community Helping Place, a Dahlonega nonprofit that addresses hunger in the Lumpkin County community, to purchase food for its food pantry.

INDIVIDUAL GRANT RECIPIENT:

\$2,865 to purchase an everyday activity chair for a **six-year-old boy with cerebral palsy** that will hold his body in place for normal daily activities.



FOR MORE INFORMATION AND TO APPLY FOR A GRANT, VISIT JACKSONEMC.COM/FOUNDATION

MORE THAN \$11.6 MILLION IN GRANTS AWARDED TO DATE



APPLY NOW FOR THE 2017 Washington Youth Tour

ACT NOW. DON'T MISS YOUR CHANCE TO BE ONE OF JACKSON EMC'S FOUR DELEGATES ON THE 2017 WASHINGTON YOUTH TOUR.

Applications are now open for the annual youth leadership trip. Jackson EMC will send four high school student delegates on an all-expense paid leadership development experience to Washington, D.C. June 8-15. Current high school sophomores and juniors will join hundreds of youth leaders from 42 other states for an intense week of learning leadership development and team-building skills, visiting national monuments and meeting the Georgia congressional delegation.



DOWNLOAD AN APPLICATION AT JACKSONEMC.COM/WYT, AND SUBMIT TO YOUR SCHOOL GUIDANCE COUNSELOR IMMEDIATELY. SCHOOL DEADLINES VARY. CHECK WITH YOUR HIGH SCHOOL GUIDANCE COUNSELOR FOR DEADLINES.

COMMUNITY IMPACT:

FRAGILE KIDS FOUNDATION, HELPING EXTRAORDINARY KIDS BE KIDS



For over 26 years, the Fragile Kids Foundation has assisted families across Georgia with the resources they need to safely care for and transport their medically fragile children living with chronic illnesses, genetic and traumatic disorders, and orthopedic and neuro-muscular challenges.

While the agency offers a variety of services to families, from stair-lifts to specialized car seats and bathing systems, the most frequently requested service is transportation assistance.

“Our goal is to enable these children to be transported safely to and from their many doctors’ appointments. We also want these children, to be able to be included in everyday life events.”

-JILL GOSSETT, INTERIM EXECUTIVE DIRECTOR OF FRAGILE KIDS

Gossett said these medically-necessary transportation lifts are multi-layered because they help the child become included in family activities but they also help caregivers avoid chronic health problems.

“Our kiddos grow just like other children,” said Gossett. “They get taller and heavier. But they can’t motor around like other children, so their caregivers struggle with chronic back and neck problems because they are lifting them.”

As the only agency in the state assisting families in this way, Gossett said on average the agency fulfills 400 requests a year. “I know that doesn’t sound like a lot, but our equipment is very expensive,” she said. In addition to purchasing equipment, the foundation also has a loaner library of previously owned equipment for families to borrow.

In 2016, Gwinnett sent in more requests than any other county in the state; the foundation

was able to fulfill 19 and another five from other areas served by Jackson EMC.

Gossett said there’s always a waiting list. “Kids are put on a waiting list until funds are available,” she said. “We hope no one ever waits longer than 6 months.”



Funds like those recently granted through the Jackson EMC Foundation help provide the prescribed medical equipment children need that is not covered by insurance. A recent grant for \$11,927 was used to purchase two Convoid strollers for children and to install a van lift for another.

“We cannot thank Jackson EMC nearly enough for their continued support,” Gossett said. “I don’t know how to appropriately thank them. It’s your members, your community, who fund this. How gracious of them to give. We are extremely grateful. That kind of support and continued giving is really incredible.”



\$97,427 GRANTED
TO FRAGILE KIDS
BY THE JACKSON EMC
FOUNDATION
SINCE 2008



TO LEARN MORE ABOUT THE FRAGILE KIDS FOUNDATION, VISIT FRAGILEKIDS.ORG/

**YOUR POWER.
YOUR COMMUNITY.**

A PUBLICATION FOR
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PERIODICALS
POSTAGE PAID



Share Your Recipes

WITH JEMCO NEWS

Year after year, the recipe in JEMCO News is among your favorite content. Send in your best recipes and have them printed and shared with our readers in 2017. This year, we are rewarding our contributing chefs with a 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 Power Pressure Cooker.

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 used this resource to prepare food 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.



A cookbook featuring recipes from members and employees, *Watts Cooking On The Line?*, debuted in 1965. By 2013, more than 100,000 copies of the cookbook had been sold.

**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.