

# JEMCOnews

A PUBLICATION FOR JACKSON EMC MEMBERS



FEBRUARY 2024



**#1 IN CUSTOMER SATISFACTION WITH RESIDENTIAL ELECTRIC SERVICE AMONG COOPERATIVES.**

For J.D. Power 2023 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards).



# CUSTOMER SATISFACTION

Whether it's a friendly voice on the phone or providing you with reliable electric service, customer satisfaction means different things to different people. You may be grateful for a customer service representative assisting with a question about your bill. Or, you may appreciate a lineman repairing your backyard security light.

We're honored to serve you. To learn that you're pleased with our service gives us tremendous pride.

Thanks to you, Jackson EMC is ranked the NUMBER ONE electric cooperative in the J.D. Power 2023 U.S. Electric Utility Residential Customer Satisfaction Study.

The J.D. Power study covered residential customers of the 149 largest electric brands in the U.S., representing more than 105 million households. The study examined satisfaction across six factors: Power Quality and Reliability; Price; Billing and Payment; Communications; Corporate Citizenship; and Customer Care. In addition to being ranked first in customer satisfaction, Jackson EMC also

earned the highest score in the Corporate Citizenship segment.

This is a prestigious award acknowledging how we do business with our members. We use poles and wires to deliver electricity. But we're also in the people business - serving the needs of our members and our community.

We've been a part of the community since our founding in 1938. Last year, Jackson EMC employees participated in an intentional community service initiative that included packing more than 3,000 personal care kits to donate to local middle school students in need and investing more than 700 volunteer hours of service to nonprofits in our community. Our Bright Ideas program has surpassed more than \$550,000 in educational grants to teachers since 2015. And the Jackson EMC Foundation has awarded grants totaling \$20 million since 2005 to organizations making our community better and to individuals in need.

When I look at this award, I'm proud of our employees for ensuring you have the best

customer service possible. Our linemen are some of the best in the country, exhibiting the top skills in our industry with a heart of service. Our customer service team recently earned a prestigious honor as the first EMC Contact Center in the nation certified by the International Customer Management Institute (ICMI). We have a great team here at Jackson EMC and this award from J.D. Power shows that we're on the right track.

Our work isn't done. We view every encounter as an opportunity to exceed your expectations. We'll continue to improve as your electric cooperative to earn your satisfaction. Thank you, thank you, thank you for recognizing Jackson EMC as the best in customer satisfaction!

**CHIP JAKINS**  
President & CEO







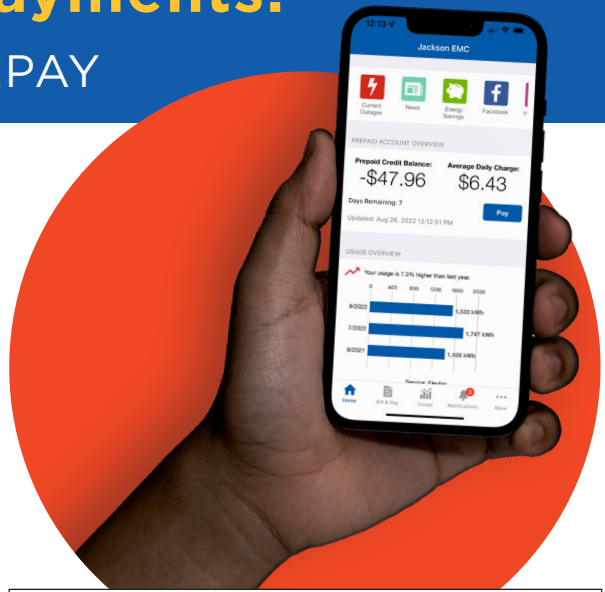
## Smart Energy. Smarter Payments:

### EXPLORE THE BENEFITS OF PREPAY

Jackson EMC's PrePay program allows you to pay for electricity before you use it, empowering you to recharge your account with the payment amount of your choice.

**Enroll in PrePay and enjoy the benefits of:**

-  **Flexible Payments:** Make smaller, more frequent payments.
-  **Smart Monitoring:** Keep tabs on your energy use and manage payments based on your budget through your MyJacksonEMC account on the website or mobile app.
-  **No Monthly Bill:** Enjoy the freedom of no monthly bills. Receive timely notifications when your account balance is low, prompting you to add more money to your account.
-  **Avoid Fees:** Avoid late fees or disconnection charges by staying informed about your account balance and preventing service interruption.



 [EXPLORE JACKSONEMC.COM/PREPAY](https://www.jacksonemc.com/prepay) FOR DETAILS.

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# Explore Renewable Energy Solutions

Are you considering your options for renewable energy? Before transforming your home's rooftop with solar panels, check out the tools on our website to guide you on your journey:

1

## Cooperative Solar

Take out the stress of installing solar panels at your home by participating in our Cooperative Solar program. You'll get solar energy through off-site facilities that generate electricity for Georgia's electric cooperatives. Plus, you can keep tabs on daily energy production through a real-time dashboard. Watch a video on how Cooperative Solar works by scanning the QR code here:



2

## Rooftop Solar Assessment Tool

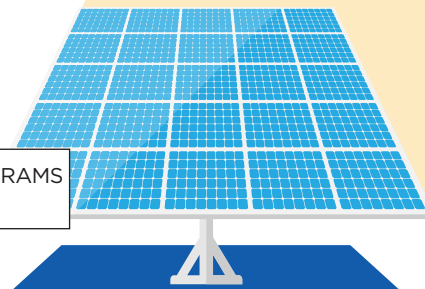
Curious about your home's potential for solar panels? Wondering about your potential costs and payback time? Answer a few simple questions about your home and goals, and our rooftop solar assessment tool will give you a personalized estimate.

3

## Green Power

Want to control how much renewable energy is part of your electric bill? Sign up for our Green Power program to select what percentage of green energy is part of your monthly electricity use.

LEARN MORE ABOUT THESE TOOLS AND PROGRAMS AT [JACKSONEMC.COM/RENEWABLES](https://www.jacksonemc.com/renewables).



## Oatmeal Banana Cookies



“ This recipe was shared from my dear friend *Jemela* in Ohio who I adore. These oatmeal banana cookies are always a hit with everyone, and a little unique, instead of banana bread. They are a great way to use overripe bananas and they freeze very well. Just put a piece of parchment paper between them and pull them out when you need to take something to a party. ”

**DIANA GERDES, Gainesville**

### INGREDIENTS FOR COOKIES:

- 1 egg
- 3/4 cup sugar
- 1/2 cup butter
- 2 ripe bananas
- 2 cups quick oats
- 1/2 tsp. cinnamon
- 1 tsp. baking soda
- 1/2 tsp. salt
- 1 cup all-purpose flour

### DIRECTIONS FOR COOKIES:

Preheat oven to 375 degrees. Add in order and beat with an electric mixer between each ingredient: egg, sugar, butter, bananas, oats, cinnamon, baking soda, salt and flour. Mix well. Drop by spoonfuls on a parchment-lined cookie sheet or one sprayed with cooking spray. Bake at 375 degrees for 10 minutes. While cookies cool, make frosting.

### DIRECTIONS FOR FROSTING:

In a bowl, add ingredients and beat until fluffy. Allow cookies to cool. Add frosting to cookies and store in refrigerator. For a modification, top each cookie with a roasted pecan.

### INGREDIENTS FOR FROSTING:

- 4 oz. cream cheese (softened)
- 2 tbs. butter (softened)
- 1 tsp. pure vanilla
- 1 1/2 cup powdered sugar

FEATURED RECIPES RECEIVE A PRIZE PACKAGE WITH AN AIR FRYER & KITCHEN GOODIES.

SEND US YOUR BEST RECIPES: [RECIPES@JACKSONEMC.COM](mailto:RECIPES@JACKSONEMC.COM) OR MAIL TO:  
COOPERATIVE COOKING | JACKSON EMC | PO BOX 38 | JEFFERSON, GA 30549  
FIND MORE RECIPES AT [WWW.JACKSONEMC.COM/RECIPES](https://www.jacksonemc.com/recipes).



# Sunshine *is on the way*

## HOW SOLAR ENERGY GETS TO HOMES

Imagine you're traveling along a roadway when you notice a large field of solar panels. Have you ever wondered how the panels convert sunlight to electricity?

Follow how the sun's energy travels from a solar panel to your home:

**Georgia's EMCs lead the nation among electric cooperatives for solar energy with nearly 1,400 megawatts of solar energy available today - enough to help power more than 227,000 EMC households annually. Jackson EMC receives solar energy from solar sites and offers members the option to participate in its Cooperative Solar program.**



FOR MORE INFORMATION ABOUT JACKSON EMC'S RENEWABLE ENERGY OPTIONS, VISIT [JACKSONEMC.COM/RENEWABLES](https://www.jacksonemc.com/renewables).

# 1 Sun Power

Solar energy is energy that we get from sunlight, which is made up of particles called photons. When sunlight hits a solar panel, the energy from photons is converted into negatively charged electrons. The electrons then flow through the panel to an inverter.



## DID YOU KNOW?



Solar panels can be mounted using two types of racking systems. The first is a fixed tilt, which means the solar panels stay at the same angle throughout the day. The second uses single-axis or dual-axis trackers, which allows the panels to follow the sun throughout the day to capture the most sunlight. These types of solar panels produce more energy than a fixed tilt panel.

# 2 Conversion

Solar panels have wires that carry the energy from the panel to an inverter. An inverter is one of the most important pieces of equipment in a solar energy system. It's a device that converts direct current (DC) electricity, which is what a solar panel generates, to alternating current (AC) electricity, which is what we use in our homes and businesses.



When it's cloudy, solar panels will still get some energy, but production is reduced. Solar panels also function better when the temperature isn't extremely high. Sunny, clear skies and a moderate temperature make for ideal energy production.

# 3 Transmission

At large-scale solar facilities, such as those in south Georgia, a substation will transport electricity from inverters to transmission lines. These lines are part of the transmission grid, a network of high-voltage power lines that carry electricity from generation sources, like solar facilities and nuclear power plants, long distances to substations in local communities.



Solar energy isn't available at night or when it's very cloudy. When the temperature is very hot outside, such as summer afternoons and evenings, solar panels may not produce energy as efficiently. That's why storage of solar energy has become an emerging technology. Industry leaders are continuing to develop advancements in storage systems that are efficient and affordable for short-term and long-term energy demands.

# 4 Distribution

Transmission lines carry electricity to substations in a community, where the voltage is lowered before being taken to overhead or underground power lines in neighborhoods.



Jackson EMC's Cooperative Solar program allows you to benefit from receiving solar energy from off-site solar facilities to your home. With Cooperative Solar, you don't have to install solar panels at your home. You can purchase solar energy blocks from Jackson EMC at a monthly rate.

LEARN MORE AT  
[JACKSONEMC.COM/  
COOPERATIVESOLAR](https://www.jacksonemc.com/Cooperativesolar)



\$110,000 IN GRANTS RECENTLY AWARDED

The Jackson EMC Foundation Board of Directors awarded a total of \$110,000 in grants to organizations and individuals during a recent meeting, including \$100,000 to organizations and \$10,000 to individuals.

**Organizational Grant Recipients:**

**\$20,000 to Mending the Gap, Inc.,** for its Save Our Seniors Program, which delivers a monthly care package of nutritious food, personal care items, cleaning supplies and toiletries to low-income seniors in Gwinnett County.

**\$15,000 to Adult Literacy Barrow,** a nonprofit organization with programs designed for adults who have different needs and backgrounds to help them obtain skills to be successful in the workplace, for its transportation and daycare program.

**\$15,000 to Jackson County Certified Literate Community Program, Inc.** to provide financial assistance for clients in Jackson County taking the GED exam.

**\$15,000 to Salvation Army - Gwinnett,** for its Financial Emergency Services Program, which provides rent and mortgage assistance to Gwinnett County residents in need to prevent homelessness and stabilize families in crises.

**\$15,000 to Step by Step Recovery, Inc.,** an addiction recovery organization that provides a safe and structured environment for men and women in Barrow, Gwinnett and Hall counties as they complete a 12-step program for drug and alcohol addiction, to provide rent for short-term and long-term recovery units.

**\$10,000 to Acceptance Recovery Center,** a nonprofit long-term recovery residence in Athens that supports individuals recovering from substance use disorders to purchase beds and mattresses for residents from all counties served by Jackson EMC living at its residential living facilities.

**\$10,000 to Ferst Readers of Hall County,** a nonprofit organization focused on addressing the growing problem of children, many from low-income communities, entering kindergarten without basic literacy skills and school readiness to fund 476 children to participate in its Improving Childhood Literacy Program in Hall County.

**Individual Grant Recipients:**

**\$5,000 to assist with purchasing a handicapped accessible vehicle** for a Hall County family with three disabled children.

**\$5,000 for comprehensive pet therapy training** for a Jackson County child with a disability.



FOR MORE INFORMATION, OR TO APPLY FOR A FOUNDATION GRANT, VISIT [JACKSONEMC.COM/FOUNDATION](https://www.jacksonemc.com/foundation)

# Digital Defense: Steps You Can Take to Avoid a Scam

Scammers are known to target utility customers to get their financial information or receive money with threats of disconnecting their electric service. Many of these scams are done through digital methods, such as text messages or emails.



JACKSON EMC WILL NEVER DEMAND AN IMMEDIATE PAYMENT OVER THE PHONE OR EMAIL. IF THE REQUEST SEEMS SUSPICIOUS, CONTACT US AT **1-800-462-3691**.

Jackson EMC wants our members to know what steps they can take to avoid being the victim of a scam.

- **Be suspicious of QR codes** claiming to take you to a utility payment page. Scammers may use QR codes to direct you to their fake site to get your financial information.
- **Carefully examine a website's URL** to ensure it's the right address. Scammers may change just one letter in a URL to direct you to their imposter website.
- **Watch for red flags in emails** that may be attempts to steal your personal information, such as an unexpected email with a sense of urgency for a payment to avoid an interruption in your electric service.
- **Protect your personal information** (Social Security number, date of birth) and financial information (banking account information or credit/debit card information) from anyone who calls, texts or emails you unexpectedly.

# Contact 811

## Before Working Near Overhead Power Lines

You may be familiar with contacting Georgia 811 before you dig. Did you know 811 should also be contacted when working near overhead power lines?

When a piece of equipment touches a power line, the equipment becomes energized. Electricity can travel through the equipment and poses a serious safety risk for those in the area.

Georgia law requires anyone working in the vicinity of overhead high-voltage power lines to notify Georgia 811 at least 72 hours in advance, excluding weekends and holidays. This includes a typical overhead distribution line, such as those you'll see along streets.

Contacting 811 in advance ensures you're working safely near overhead and underground electric lines, natural gas lines, communication lines and other utility services. Georgia 811 is a free service.

### Remember these safety tips when working outside:

- **Look up before starting work to ensure you're aware of any overhead lines.**
- **Always keep tools, objects and yourself at least 10 feet away from overhead lines.**
- **If you see tree limbs touching power lines, don't try to trim them yourself. Call Jackson EMC at 1-800-462-3691.**



FOR MORE INFORMATION,  
VISIT [JACKSONEMC.COM/DIG](https://www.jacksonemc.com/dig)

## Let's Be Social

Follow us on social media to stay in-the-know about your electric cooperative.



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[@jackson\\_emc](https://www.instagram.com/@jackson_emc)



[Jackson EMC](https://www.linkedin.com/company/Jackson-EMC)



[@JEMCTV1](https://www.youtube.com/@JEMCTV1)

**YOUR POWER.  
YOUR COMMUNITY.**

A PUBLICATION FOR  
JACKSON EMC MEMBERS

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[jacksonemc.com](http://jacksonemc.com)

PERIODICALS  
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# Share Your Favorite Recipe in **JEMCO News**



Do you have a prize-worthy recipe? We love receiving your favorite recipes to share with fellow members in *JEMCO News*.

We've been sharing member-submitted recipes in *JEMCO News* and in our vintage cookbook, "Watt's Cookin' on the Line," for decades. We select winning recipes to be featured in *JEMCO News*.

You can be a part of this local tradition by submitting your favorite recipe to share with members. Archived recipes are available at [jacksonemc.com/recipes](http://jacksonemc.com/recipes).

**What's in it for you?**  
Winners will receive a prize package that includes an air fryer and other kitchen goodies from Jackson EMC. Winning recipes are featured in *JEMCO News*.

**TO SUBMIT YOUR RECIPE, SEND YOUR NAME, ADDRESS AND PHONE NUMBER TO:  
COOPERATIVE COOKING, JACKSON EMC, P.O. BOX 38, JEFFERSON, GA 30549 OR SEND AN  
EMAIL TO JEMCO NEWS EDITOR KERRI TESTEMENT AT RECIPES@JACKSONEMC.COM.**