

JEMCOnews

A PUBLICATION FOR JACKSON EMC MEMBERS

**WORKING
TO RESTORE
YOUR POWER**

JULY 2021 | IN THIS ISSUE

**MAKE PAYING YOUR BILL CONVENIENT WITH AUTO PAY
TAKE STEPS TO PREPARE FOR HURRICANE SEASON
KEEP UTILITY POLES SAFE FOR LINEMEN**



GETTING THE JOB DONE

I've been around electric cooperatives since I was a kid. My dad, who retired a few years ago, had a long career as a co-op manager in Louisiana and Alabama. I learned a lot about this industry from him.

Dad started his career as an engineer in the operations area of the co-op, which meant he was on-call when the lights went out. Some of my earliest childhood memories are of dad leaving the driveway in his pickup truck during a storm. He had a rack on the backseat for his hardhat and a canvas bag on the seat that held his rubber gloves. A spotlight was mounted above the mirror on the driver's door and a long tube mounted to the truck's bed that held his extendo-stick.

If you don't know what an extendo-stick is, well, you're not alone. There are probably a dozen industry terms and slang words, including a "hot stick" to describe this valuable tool. It's just a long (sometimes 40 feet or more) fiberglass stick used by linemen and field service technicians to help

them work safely on electrical equipment. The stick is usually made of several sections that can be extended up and down to various heights - hence the term "extendo-stick." It's made out of fiberglass because the fiberglass won't conduct electricity. That's a very important safety feature when your job is working on electric lines!

The extendo-stick is designed to allow linemen to work safely from the ground and extend the sections to reach equipment mounted on the tallest parts of the stick. The fiberglass sections are usually bright yellow and about 6 feet long. The last section is typically fitted with a small extension that can be used to remove and replace fuses or operate various equipment mounted to the poles. A saw blade also can be fitted to that last section to help remove limbs from the line. The extendo-stick can be a very handy tool for restoring power during a storm.

At Jackson EMC, we pride ourselves on the many high-tech ways we restore power and the technological investments we've made that allow us to restore power quickly and efficiently. But it's also important to remember those low-tech ways we restore

power too, like the extendo-stick. This month's feature article is all about what it takes to restore power. I think you'll see that it takes all the tools in our toolbelt here at Jackson EMC to ensure you have safe, reliable and affordable power.

Have an idea on how we can improve? Share your story with me at chip@jacksonemc.com.



Chip

Chip Jakins, President/CEO

MAKE PAYING YOUR BILL CONVENIENT WITH AUTO PAY

If you're looking for a way to simplify paying your bill, consider enrolling in Jackson EMC's Auto Pay Program. You can pay your bill automatically each month from your bank account or with a credit/debit card through this convenient option.

By enrolling in Auto Pay, you don't have to worry about due dates since your bill will be paid automatically each month.

To enroll in Auto Pay, log in to your MyJacksonEMC account at MyJacksonEMC.com or via the MyJacksonEMC mobile app.

On the MyJacksonEMC website, log in and click on the "Billing & Payments" section, then select "Auto Pay Program" to enroll. On the mobile app, log in and tap "Bill & Pay," then select "Auto Pay Program" to enroll. Automatic payments with credit cards are limited to \$600. There is no payment limit for automatic payments with a bank account draft.

FOR MORE INFORMATION, VISIT JACKSONEMC.COM/WAYSTOPAY.

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Take Steps to Prepare for Hurricane Season

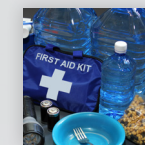
According to the National Oceanic and Atmospheric Administration (NOAA), this hurricane season is expected to be active. That means more severe storms are likely to occur through November. Taking steps now to prepare for severe weather could help your family stay safe and mitigate potential challenges after a tropical storm or hurricane.

These tips can help keep you, your family and your home safe.



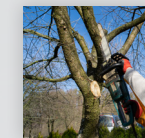
START PLANNING NOW.

If you haven't already, make a storm plan. This plan should include how you'll keep up with essential information during a storm, like important documents and files. Refer to ready.gov/plan for guidance on creating a plan. Share this plan with your family so everyone knows how to respond should a storm occur.



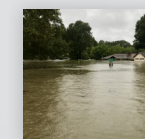
CREATE AN EMERGENCY STORM KIT.

Create an easily accessible emergency kit full of items you might need in a storm. Include items like water, food and medications. Visit jacksonemc.com/storm for a complete list of items to include in your emergency storm kit.



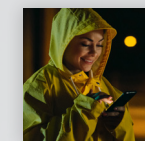
PROTECT YOUR HOME.

Trim trees around your house and move loose items inside, like outdoor furniture. Strong winds can cause these items to damage your home. You should also secure all doors, including garage doors, and plan for a safe location to move your car.



KNOW YOUR RISK.

Hurricanes often affect areas at different levels of intensity. Depending on your location and storm conditions, these storms can also produce floods and tornadoes. Visit weather.gov for more resources on the potential storm threats for your area, as well as information on hurricane categories and what they mean.



STAY UPDATED.

NOAA weather radios, weather apps, local TV stations and websites like weather.gov are great resources for receiving weather alerts. Be sure to follow local weather stations and Jackson EMC on social media for timely updates. Try to fully charge your devices before the storm, and make sure you have extra batteries or portable chargers to keep these devices on in case of power outages.

Use the MyJacksonEMC mobile app to report outages easily. Outages can also be reported online at outage.jacksonemc.com and via phone by calling 1-800-245-4044.

FOR MORE INFORMATION ON HOW TO PREPARE FOR SEVERE WEATHER, VISIT JACKSONEMC.COM/STORM.

WORKING TO RESTORE YOUR POWER

At Jackson EMC, we know you count on us to keep your lights on. And we work hard to make that happen. When outages occur, we work to restore your power as quickly as conditions and safety procedures allow until all outages are restored.

Generally, after severe weather causes widespread outages, we focus first on restoring an outage that will restore power to the largest number of members. Then, crews fix problems affecting smaller groups of members. Our crews have to find the cause of an outage – such as a tree limb on a power line – then follow a series of steps to restore power.



1 Report

Smart meters at homes and businesses report outages 24/7, but we still need members to report outages when they see or hear something that helps us identify the cause of an outage. Report outages online, via the MyJacksonEMC mobile app or call Jackson EMC at 1-800-245-4044.

2 Control Center

Our system control center is staffed 24/7/365 by coordinators who manage the service for all 240,000+

meters. Once we learn about an outage through member reports or smart meters, coordinators can use the data network connecting our substations and circuits to restore service to some areas using remote switches. System control center coordinators also dispatch line crews to repair damaged lines.

3 Line Crews

Line crews work day and night to repair lines, poles and/or equipment once a problem is reported.

4 Towers & Cables

Transmission towers and cables that supply power to thousands of consumers rarely fail. But when damage occurs, these must be repaired before other parts of the system can operate.

5 Substations

Distribution substations serve hundreds or thousands of members. Problems corrected at the substation often restore power to a large number of members at once.

6 Distribution Lines

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

7 Tap Lines

Supply lines, or tap lines that deliver power to transformers, either mounted on poles or placed on pads for underground service, bring power back to those members farthest from the substation.

8 Service Line

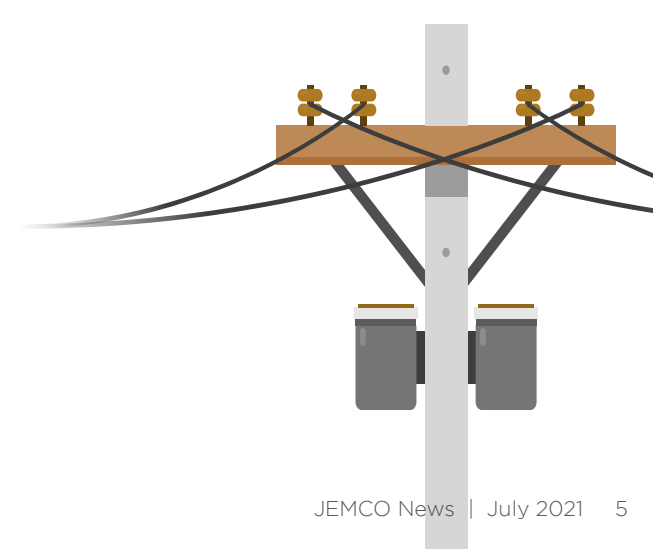
Damage to the service line between your house and the transformer can occur. In this instance, your neighbor's lights would be on, while yours are still out.

9 Service Entrances

Service entrances, or the lines that carry power from the meter to the wiring inside your house, may be damaged as well. A licensed electrician will need to make those repairs to safely restore power to your home.

10 Lights On

Lights on. Providing you with power is our top priority. We work to keep your power on every minute of every day.



\$96,500 IN GRANTS AWARDED IN MAY

The Jackson EMC Foundation board of directors awarded \$96,500 in grants including \$88,500 to organizations and \$8,000 to individuals, during its May meeting.

ORGANIZATIONAL GRANT RECIPIENTS:

\$15,000 | Hope Clinic, in Lawrenceville, which specializes in internal medicine and chronic care management for low-income patients to help them avoid costly hospitalizations, for one year of care in the Chronic Care Management Program for diabetic patients who qualify as extremely low income based on federal guidelines.

\$15,000 | Spectrum Autism Support Group, a parent-run nonprofit group in Suwanee that provides families in Gwinnett and Hall counties with support, education and resources for the entire spectrum of autism disorders, to help disadvantaged autistic individuals ages four to 22 attend the organization's weeklong summer camp program with daily activities that teach social skills lessons.

\$15,000 | Bethany Christian Services of Georgia, to help provide financial assistance for foster care development and training throughout the Jackson EMC service area.

\$10,000 | Camp Amplify, in Winder, to provide 15 children ages eight to 12 from underserved communities with a weeklong camping experience to develop character, leadership and teambuilding skills through a high adventure, overnight camp.

\$10,000 | Leukemia & Lymphoma Society Georgia Chapter, to help provide financial support for the patient travel assistance program, which aids qualified patients receiving blood cancer treatment to pay for treatment-related transportation expenses in the 10 counties Jackson EMC serves.

\$10,000 | Quinlan Visual Arts Center, in Gainesville, to help provide free or reduced cost participation in the Summer Art Program for 90 children and teens in underserved communities in Banks, Barrow, Gwinnett, Hall, Jackson and Lumpkin counties.

\$10,000 | Reboot Jackson, a recovery community organization in Jefferson that provides peer support and resources to people recovering from substance abuse and mental health challenges, to help purchase a vehicle to support its peer engagement program, which provides services for clients overcoming barriers related to employment in Banks, Barrow, Clarke and Jackson counties.

\$5,000 | Muscular Dystrophy Association, to provide technology and program materials for a virtual summer camp for children living with neuromuscular diseases in Jackson EMC's service area.

\$3,000 | Iron Horse Therapy, Inc., in Milton, to provide hippotherapy treatment for children and youth with special needs from Gwinnett and Lumpkin counties to attend therapy sessions that use a horse's movement to improve neuromuscular function.

INDIVIDUAL GRANT RECIPIENT:

\$5,000 | provide a HVAC unit, for a person receiving treatment for cancer.

\$3,000 | provide a HVAC unit, for a senior citizen.



FOR MORE INFORMATION, INCLUDING LATEST GRANT AWARDS AND HOW TO APPLY FOR A GRANT, VISIT JACKSONEMC.COM/FOUNDATION.

NEED TO KNOW

KEEP UTILITY POLES SAFE FOR LINEMEN

Did you know that signs or other items posted on utility poles can create serious safety hazards for linemen?

Staples, nails and tacks used to hang signs – as well as the signs themselves – pose dangers to linemen, who may need to climb poles when restoring power after storms or while performing routine maintenance to ensure system reliability. Nails on a utility pole, for example, can snag boots of linemen or puncture their safety clothing, thus putting their lives at risk.

Signs and other objects – like birdhouses, flags, basketball goals and more – can also be dangerous obstacles. In addition, people posting items on a utility pole risk exposure to nearby electricity.

We encourage members to help keep our linemen safe by avoiding posting items on utility poles.



A Jackson EMC lineman participates in a pole-climbing exercise during training.

jacksonemc.com

COMMUNITY IMPACT: CAMP TWIN LAKES

For more than 25 years, Camp Twin Lakes has supported fully adaptive year-round camp experiences for children and young adults with serious illnesses, disabilities or other life challenges.

The Jackson EMC Foundation recently awarded Camp Twin Lakes a \$15,000 grant to help provide financial assistance to campers living in the Jackson EMC service area.

“Camp Twin Lakes provides everything you would experience at a typical summer camp, from horseback riding to archery,” said Cheryl Belair, chief development officer of Camp Twin Lakes, a nonprofit organization with camps in Rutledge and at Fort Yargo State Park in Winder. “We partner with 60 other nonprofit organizations across the state, providing on-site medical professionals to adapt to each child's needs and ensure they are able to participate.”

“It's our commitment to provide scholarships for every camper, so that no child is turned away due to an inability to pay. Camp Twin Lakes serves around 600 campers from Jackson EMC's service area. All donations from the Jackson EMC Foundation fund our camper scholarship program,” Belair said.

The Jackson EMC Foundation has awarded almost \$100,000 in grant funds supporting Camp Twin Lakes over the past decade. For campers in the Jackson EMC service area, a Camp Twin Lakes scholarship means more than a fun, summer experience, but also an opportunity for growth and community.

“At home, these children may be the only individuals in their communities facing their specific challenges. At Camp Twin Lakes, campers are immediately surrounded by peers with the same physical and medical challenges as them. Each program is geared to encourage campers to grow in their leadership and friendship-making skills, giving them the confidence to leave camp as more successful community members,” Belair said.

“Camp Twin Lakes is grateful, not only to the Jackson EMC Foundation, but to the members whose continued support of Operation Round Up allows for such generous contributions.”



TO LEARN MORE ABOUT CAMP TWIN LAKES VISIT CAMPTWINLAKES.ORG.

MEMBERS MAKE IT DELICIOUS

Summer Pineapple Pie



INGREDIENTS:

- 1 16 oz.** container frozen whipped topping
- 1 20 oz.** can crushed pineapple, drained
- 1 cup** flaked coconut, sweetened
- 1/4 cup** lemon juice
- 1 14 oz.** can sweetened condensed milk
- 1 cup** pecans, chopped (optional)
- 2** Graham cracker pie crusts

DIRECTIONS:

Combine all ingredients together in a large bowl. Mix until combined. Spoon into Graham cracker pie crusts. Place in refrigerator until ready to serve. This recipe makes two pies.

“ I love this pie. You can also put it in the freezer for a cool treat. ”

— MARY MARTIN, COMMERCE



SEND US YOUR BEST RECIPES: RECIPES@JACKSONEMC.COM OR MAIL TO: COOPERATIVE COOKING | JACKSON EMC | PO BOX 38 | JEFFERSON, GA 30549
FIND MORE RECIPES AT WWW.JACKSONEMC.COM/RECIPES.

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YOUR COMMUNITY.

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6 Smart Ways to Reduce Your Energy Use *This Summer*

When temperatures begin to rise in the summer, making small adjustments to how your household uses energy can help lower your electric bill. Follow these money-saving tips to reduce your energy use, and in turn, your monthly bill.



Set your thermostat to 78 degrees. Nearly half of the electricity used in homes goes to condition the air inside.



Don't turn off the air conditioner when you're gone; instead, set it higher. Turning it off makes the system work harder to overcome the heat built up in a house when you turn it back on.



Use a programmable thermostat. Set it to bring your home's temperature down to 78 degrees 30 minutes before you get home.



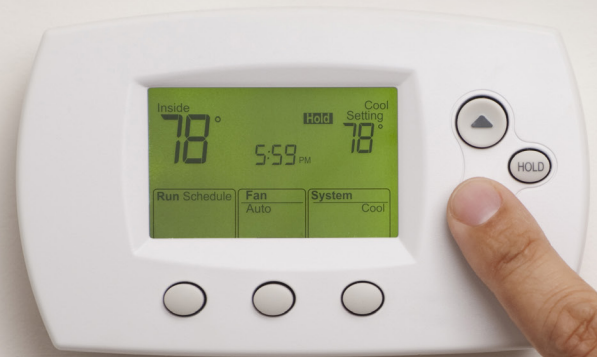
Replace air conditioner filters now, then once a month. The dirtier the filter, the harder your heat pump must work.



Restrict the use of heat-producing appliances like ovens, dishwashers and dryers to the early morning or late evening when temperatures are cooler outdoors.



On warm days, close blinds and drapes, especially in south-facing windows which allow in the most heat.



FOR MORE ENERGY-SAVING TIPS, VISIT
JACKSONEMC.COM/WAYSTOSAVE.