

JEMCOnews

A PUBLICATION FOR JACKSON EMC MEMBERS

MEMBERS MAKE IT DELICIOUS

Holiday Cookie Recipes

FROM JACKSON EMC MEMBERS



NOVEMBER 2019 | IN THIS ISSUE

JACKSON EMC LINEMEN NAMED AMONG THE BEST AT INTERNATIONAL LINEMAN'S RODEO

GO PAPERLESS AND YOU COULD WIN A ROOMBA VACUUM

WHAT TO DO IF YOUR VEHICLE CRASHES INTO A UTILITY POLE



PERSPECTIVE: IMPROVING FOR YOU

I like hearing a good word about the work of our cooperative. I also like to hear how we can get better. It's that information that allows us to make important changes to improve for you.

To continue to provide service that exceeds your expectations, we conduct regular customer service surveys. We want to hear your thoughts on the services we're providing and where we can improve. Every few years, we dive into deeper conversations with you to get at the heart of ideas that may allow our cooperative to take leaps forward.

In 2015, we conducted a comprehensive audit of our communication program, which includes this publication (*JEMCO News*), our website (jacksonemc.com), our bill messages and social media channels. Based on that feedback, our communication team made changes to launch an e-news version of *JEMCO News* and enhance our engagement with you on social media. This summer, our communication team received several national awards for its work on social media, videos, multimedia campaigns and more.

Earlier this year, we conducted another communication audit to hear if those changes from a few years ago have been effective for you and to identify where we can improve. We called and emailed hundreds of you and you told us your thoughts. We asked members to participate in online forums with fellow Jackson EMC members. And, we invited folks to sit in a room with other co-op members and talk about whether we're communicating effectively.

We learned that *JEMCO News* and our website are important ways you receive information about the cooperative. Overall, you reported reading more stories in *JEMCO News* since our last communication audit.

Tips about saving energy and money, guidance on being safe around electricity and stories about community involvement are the things you said you're most interested to read in *JEMCO News*. When it comes to the website, you place a very high value on being able to access the information on the website from your smartphone. You also said the navigation on the site could be improved. That insight will help us make changes to the site that will make it more mobile friendly.

We also learned many of you view yourself as a "customer" instead of a "member" of the cooperative. That's an important distinction. Jackson EMC is a not-for-profit electric cooperative owned by the people who receive electric service, like you. As member-owners, you have unique benefits and opportunities that are not available from companies who have customers simply engaged in transactions. Our research identified this as an opportunity for us to more effectively communicate what makes co-ops different and how you can be engaged in your cooperative.

We're committed to serving you – the members of Jackson EMC – and exceeding your expectations. We've built a strong foundation for the cooperative and we'll continue to ask you how we're doing when it comes to communicating effectively with you. We always value your feedback to make your co-op better!

Have feedback about how we communicate with you? Send me an email at chip@jacksonemc.com.

**Chip Jakins,
President/CEO**



GO PAPERLESS AND YOU COULD WIN A ROOMBA VACUUM

Paperless billing makes it convenient to pay your monthly bill. Jackson EMC members who sign up for paperless billing by November 30 will be eligible to win a Roomba robot vacuum to help make household chores easier.

By signing up for paperless billing, members receive their monthly bill in their email inbox – instead of their mailbox. Jackson EMC members who sign up for paperless billing by November 30 will be entered for a chance to win one of five iRobot Roomba e5 robot vacuums.

Sign up for paperless billing with a MyJacksonEMC account via MyJacksonEMC.com or the MyJacksonEMC mobile app.

**Members must have signed up for paperless billing with their MyJacksonEMC account between March 2-November 30, 2019. See contest rules at jacksonemc.com/contestrules.*

JACKSON EMC LINEMEN NAMED AMONG THE BEST AT INTERNATIONAL LINEMAN'S RODEO



A journeyman team with Brandon Carter, Tommy Minish and Ben Campbell placed first in the cooperative division and second as the top overall team at the International Lineman's Rodeo.

For the second year in a row, a journeyman team from Jackson EMC was named the top electric cooperative team at the 36th Annual International Lineman's Rodeo in Bonner Springs, Kansas on October 19. Top linemen from around the world compete in a series of events in traditional linemen skills and tasks at the event.

Jackson EMC sent three journeyman teams and six apprentices to the international competition based on their high ranking at the state level in the spring. A total of 248 journeyman teams and 321 apprentices competed in the international event. Apprentices compete as individuals, while journeyman teams include three team members.

The journeyman team with Ben Campbell, Brandon Carter and Tommy Minish, all of Madison County, placed first in the cooperative division and second as the top overall team at the International Lineman's Rodeo. The team also placed third in a mystery event where linemen had to replace bad primary jumpers.

Another journeyman team with Greg Angel, Jason Bond and Dwayne Dickerson, all of Madison County, placed third in the cooperative division and sixth overall. The team placed fourth in a mystery event where linemen had to replace a bad transformer.

Dillon Welborn, of Jefferson, finished in sixth place among apprentices in a mystery event where linemen had to replace an armor rod and insulator. Devin Humphries, of Jefferson, finished in seventh place in the same event.

APPLICATIONS OPEN FOR *Washington Youth Tour*

Student leaders in high schools across Jackson EMC's service area can apply to serve as a delegate on the Washington Youth Tour - a unique leadership opportunity in Washington, D.C.

During the week-long, all-expenses paid experience, students will develop their leadership skills and learn about the cooperative business model, American history and government. The tour has been sponsored by the nation's electric cooperatives since 1958. Jackson EMC will send four delegates to the nation's capital for the tour, June 18-25, 2020.

Tour highlights include visits to the Smithsonian museums, National Mall monuments and Mount Vernon; and a wreath-laying ceremony at Arlington National Cemetery. Also, delegates will meet Georgia's congressional delegation of the U.S. Capitol.

Current high school sophomores and juniors with demonstrated potential for leadership, academic success and community service should apply for the Washington Youth Tour by visiting jacksonemc.com/wyt. The deadline to apply is Dec. 20, 2019.



MEMBERS MAKE IT DELICIOUS

Holiday Cookie Recipes

FROM JACKSON EMC MEMBERS

Looking for recipe ideas? You'll find ideas for appetizers, breads, cookies and desserts, main dishes, pasta, salads and soups at Jackson EMC's News site (news.jacksonemc.com).

We've also added holiday cookie recipes on the website. Our members have been submitting recipes to *JEMCO News* for years. This season, we're sharing some special holiday cookie recipes in *JEMCO News* and online. Visit news.jacksonemc.com under the *JEMCO News* section for more recipes.

Ginger-Molasses Cookies



INGREDIENTS:

4 ½ cups all-purpose flour	¾ tsp. ground cloves	½ cup molasses
4 tsp. ground ginger	¼ cups shortening (Crisco)	Coarse sugar for rolling cookies before baking
2 tsp. baking soda	2 cups sugar	
1 ½ tsp. ground cinnamon	2 eggs	

DIRECTIONS:

Pre-heat oven to 350 degrees. In a medium bowl, stir together dry ingredients and set aside. In a large mixing bowl, beat shortening for 30 seconds to soften. Add sugar and beat until well combined. Stir in eggs and molasses, and beat in as much of the flour mixture as you can with the mixer. Stir in any remaining flour by hand. Batter will be stiff.

Shape dough into balls and roll in the coarse sugar. Place 2 inches apart on a parchment lined cookie sheet and bake at 350 degrees for 11-13 minutes (depending on the size of cookies).

SUBMITTED BY KATHY BLOCKER, LAWRENCEVILLE

Chocolate Mint Cookies



INGREDIENTS:

Dough:	1 ½ tsp. peppermint extract	3 Tbsp. whipping cream
2 ¼ cups flour	2 egg yolks	3 Tbsp. butter
½ tsp. baking powder	16 drops red food coloring	30 Crème de mint chocolate candies, cut in half or crumbled
1/8 tsp. salt	8 drops green food coloring	
1 cups butter, softened	Chocolate Coating:	
2 cups powdered sugar	¾ cups dark chocolate chips	

DIRECTIONS:

Pre-heat oven to 350 degrees. Combine flour, baking powder, salt in medium bowl; set aside. Using stand mixer, beat 1 cup softened butter and sugar until fluffy. Add peppermint extract and egg yolks. Beat 1 minute. Gradually add flour mixture. Divide dough in half. In one bowl, combine ½ dough and red food coloring; in another bowl, combine ½ dough and green food coloring. Shape dough into quarter-sized balls. Refrigerate 15 minutes. Place balls 2 inches apart onto parchment paper lined or silicone matted baking sheets. Bake 12 minutes. Cool on wire racks for 20 minutes.

Coating: In medium bowl, melt chocolate chips, cream and butter in microwave uncovered on high for 1 minute, stirring every 15 seconds. Remove, stir until smooth. Dip half of cookie in chocolate coating. Top with mint candies. Place on wire racks to cool completely.

“ I like to take cookies to people that need a smile. That's what my mother did with these cookies. ”

— CATHERINE MONTINI, BUFORD

Honey Cookie (Yak Gwa)



“Yak Gwa is a traditional Korean sweet pastry or cookie with flavors of ginger and honey.”

— GRACE HONG, AUBURN

INGREDIENTS:

3 cups flour	3 cups vegetable oil	1 cup honey
1/4 cup sesame oil	(or as needed for frying)	1 small piece of ginger
1/4 cup honey	1/4 cup pine nuts (chopped)	(thinly sliced)
1/4 cup soju (or sake)	1 Tbsp. sesame seeds	1/2 cup water
1/4 cup water	(toasted)	
	1/2 cup rice malt syrup	

DIRECTIONS:

Place flour in a large bowl. Add sesame oil and mix with hands. Rub the flour between hands and fingers to combine. In another bowl, whisk honey, sake and water together. Add to flour mixture and knead gently with hands to form a dough. Wrap dough in plastic wrap and set aside for 30 minutes. After 30 minutes, on a floured surface, roll out dough to half an inch thick. Cut dough into one-inch strips to cut into a flower shape or desired shape. Put a small hole in the center of each cookie.

To make syrup, combine rice malt syrup, honey and ginger in a saucepan over medium heat. Bring to a simmer and then remove immediately from heat. Pour mixture into a 9 x13 rectangular dish or glass baking pan. Using a sturdy, flat-bottomed fryer or saucepan with oil, Heat over medium heat until oil temperature is 215 degrees. In small batches, drop pastries in oil and fry, gently turning them until they puff and float (about 4 to 5 minutes). Raise the heat of the oil to about 300 degrees and continue to fry until the Yak Gwa turns golden brown. Remove Yak Gwa from oil and place into the dish with ginger syrup.

When all cookies have been placed in the syrup, turn each one over once so they are coated. Soak in the syrup for a few hours and remove with a slotted spoon onto another dish topped with parchment. Sprinkle with pine nuts and sesame seeds.

White Chocolate Pumpkin Spice Cookie



“Enjoy these cookies at holiday gatherings or with a nice cup of coffee in the morning.”

— MARIANNE JOHNSON, FLOWERY BRANCH

INGREDIENTS:

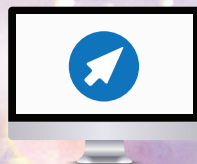
2 1/4 cups all-purpose flour	1 cup butter softened	1/2 cup chopped pecans
1 pkg. (3.4 oz.) white chocolate instant pudding (or pumpkin spice instant pudding, if available, and skip the 1 tsp. of pumpkin spice below)	3/4 cup packed brown sugar	1/2 cup or more dried cranberries or dried cherries
1 tsp. pumpkin pie spice	1/4 cup granulated sugar	1/2 tsp. vegetable oil, for white chocolate drizzle
1 tsp. baking soda	1 tsp. vanilla	
	2 eggs	
	1 (12 ounce) package white chocolate chip morsels, divided in half	

DIRECTIONS:

Pre-heat oven to 375 degrees. In medium bowl, combine flour, dry pudding mix and baking soda until blended, set aside. Beat together butter, sugars and vanilla in large bowl with mixer until blended. Add eggs; mix well. Gradually add flour mixture, mixing well after each addition. Stir in pecans, dried fruit and half the bag of morsels.

Using 1 1/2" ice cream scoop, drop dough 2 inches apart on parchment lined or silicone matted baking sheets. Bake 10 minutes or until edges are golden brown. Cool 3 minutes on baking sheet and then place on wire racks; cool completely.

While cookies are cooling, microwave 1/2 cup of the white chocolate morsels with the oil. Melt in 20 second intervals stirring in between. Use a spoon to drizzle the white chocolate on the cookies, or place in plastic bag, twist top and snip corner to form a pastry bag; squeeze icing on cookies. Serve immediately or let icing cool completely before storing or freezing.



FIND MORE HOLIDAY COOKIE RECIPES
& MORE AT NEWS.JACKSONEMC.COM.

When they saw firsthand the difficulties a young lady battling cancer encountered to receive a wig, Jackie and Counte Cooley, and Judy and Scotty Piotrowski knew they had to do something to help her.

Judy, who battled multiple occurrences of breast cancer and lost all of her hair four times, understood all too well what the young lady was going through. With support from friends and family, Jackie, Counte, Judy and Scotty purchased the wig for the young cancer patient — as she lost her hair due to treatments. It was the start of gifting many wigs to come.

Not too long after, Jackie, Counte, Scotty, and Judy founded For Her Glory. The nonprofit organization supports cancer patients, like co-founder Judy, who spent nine years battling breast cancer. Before Judy passed away in late 2004, the For Her Glory organization was established and has since helped more than 1,200 cancer patients.

For 15 years, For Her Glory has helped many cancer patients get essential needs when health insurance or personal financial restraints may

fall short. The organization provides items such as wigs, nutritional supplements, compression garments, transportation, and other needs for cancer patients in Northeast Georgia.

“Once we learned about how much need is there, it was a no brainer,” said Jackie, co-founder of For Her Glory. “And the need keeps growing.”

To reach patients that need assistance, For Her Glory works closely with the Cancer Nurse Navigators at Northeast Georgia Medical Center. Cancer Nurse Navigators walk beside patients and help them navigate the appointments, tests

and assistance options available to them.

“Many times, Cancer Nurse Navigators are our most ardent communicators, as they are the ones who tend to spend the most time with patients,” Jackie explains. “This partnership has helped us grow more than we could have imagined, as the Navigators are able to fully understand the needs of each patient and reach out to us for help.”

The Jackson EMC Foundation recently awarded a \$15,000 grant to For Her Glory to provide cancer patients in Banks, Barrow, Franklin, Hall, Jackson and Lumpkin counties with items that are not covered by insurance such as wigs, bras, compression sleeves and gloves. Since 2006, For Her Glory has received \$85,000 in grant funds from the Jackson EMC Foundation.

“This grant is vitally important to this organization and those we serve. Because of the grant, we are able to serve more cancer patients and [fulfill] the needs they have,” Jackie said. “It’s such a blessing to be able to serve more [patients] along this battle and help soften it for them.”



FOR MORE INFORMATION ABOUT FOR HER GLORY, VISIT FORHERGLORY.ORG.

OPERATION ROUND UP*: YOUR DONATIONS AT WORK

The Jackson EMC Foundation board of directors awarded a total

\$78,600 IN GRANTS

to organizations during its September meeting.

ORGANIZATIONAL GRANT RECIPIENTS:

\$15,000 | Boy Scouts of America, Northeast Georgia Council, serving all counties in Jackson EMC’s service area, to provide uniforms, handbooks and camp fees that will help underprivileged youth participate in scouting, teaching them to make ethical choices and promoting citizenship, leadership, mental and physical fitness.

\$15,000 | Hope Clinic, in Gwinnett County, which specializes in internal medicine and chronic care management for low-income patients to help

them avoid costly hospitalizations, to provide mental health services to uninsured patients in Barrow, Gwinnett, Hall and Jackson counties.

\$15,000 | SISU of Georgia, a Gainesville nonprofit organization providing educational, therapeutic, nursing and family support services to children with disabilities in Banks, Barrow, Gwinnett, Hall, Jackson and Lumpkin counties, to support the Early Intervention Program that provides special needs children with classroom instruction, individualized therapy and nursing services.

\$10,000 | Chess & Community Conference, an Athens nonprofit, to purchase computers, coding program software and Toastmasters supplies for its Young Scholars Program that provides community-based applied educational enrichment to foster leadership and critical

thinking skills in middle and high school aged youth.

\$10,000 | NOA’s Ark, Inc., in Dahlonega, to provide assistance with trauma and support group counseling to survivors of domestic violence in Gwinnett, Hall and Lumpkin counties.

\$8,400 | Hall County Special Olympics, to help provide registration fees, uniforms, equipment and training to more than 900 special needs athletes who are competing in the statewide Winter Games.

\$5,200 | Boy With a Ball Global, in Gwinnett County, to provide curriculum materials for the Cross Age Mentoring program that pairs Berkmar High School student mentors with middle school students to cultivate connectedness, self-esteem, identity and academic skills.



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

WHAT TO DO IF YOUR VEHICLE CRASHES INTO A UTILITY POLE

Accidents happen. Would you know what to do if your vehicle crashed into an electric utility pole? Knowing what to do could be the difference between life and death.



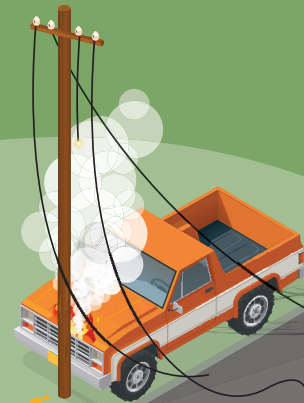
ALWAYS CONSIDER POWER LINES AND OTHER ELECTRICAL EQUIPMENT TO BE LIVE AND DANGEROUS.

IF A POWER LINE FALLS ON YOUR VEHICLE AND THERE IS **NO** FIRE:

Your safest option is to stay inside your vehicle until help arrives. The vehicle acts as a path for the electrical current to travel to reach the ground.

You're safe inside the vehicle, but if you get out, you risk electrical shock.

CALL 911 FOR HELP.



IF A POWER LINE FALLS ON YOUR VEHICLE AND THERE IS A FIRE:

Only attempt to leave your vehicle if it is on fire.

TO EXIT SAFELY:

- Jump out of the vehicle, making sure NO part of your body or clothing touches the ground and vehicle at the same time.
- Land with both feet together and in small, shuffling steps, move at least 40 feet away from the vehicle.
- The ground could be energized, shuffling away with both feet together decreases the risk of electrical shock.

CALL 911 FOR HELP.

**YOUR POWER.
YOUR COMMUNITY.**

A PUBLICATION FOR
JACKSON EMC MEMBERS

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merry, bright

AND EFFICIENT HOLIDAY LIGHTING

When you use LED lights to decorate for the holidays, you can save energy. Compared to standard incandescent lights, using ENERGY STAR®-rated LED lights are 70% more energy efficient and last 10 times longer, according to the U.S. Department of Energy.

KEEP YOUR HOLIDAYS MERRILY ENERGY EFFICIENT WITH THESE TIPS FOR USING LED LIGHT STRANDS:

PURCHASE LED HOLIDAY LIGHTS AT **JACKSONEMCMARKETPLACE.COM**, JACKSON EMC'S ONLINE ENERGY EFFICIENCY STORE.



USE A TIMER.

Program a timer to turn the lights on in the evening and off when you go to bed to save energy.



REPLACE OLDER LIGHT STRANDS.

LED lights produce virtually no heat, which reduces the risk of causing fires.



SWITCH TO WARMER HUE LIGHTING.

LED holiday lights are available in cozier hues. Look for "warm white" on the label when buying LED lights.