

JEMCOnews



HOW LIFE CHANGES CAN *affect* your energy bill

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A NEW APPROACH

Did the holidays seem really hectic or was it just me? Looking back, I wonder how it all got done. The preparation, the decorations, the food, the shopping - wow! Here we are in January. Thanksgiving is a blur and my Christmas decorations are back into storage. It was crazy and chaotic, but it was also enjoyable.

For me, one of the hardest things I do during the holidays is shopping for gifts. I'm "old school." I want to feel everything before I buy it. Online shopping is not in my comfort zone. My wife, however, is one of the best online shoppers I've ever seen. She's fast and efficient and gets more done in two hours than I get done in two days. That's a good thing. We both get things done in a way that fits us best. We're glad there are options that suit us both.

Here at Jackson EMC, we find that our members fit into one of those buckets, too - from "old school" to online and everything in between. Because of this, we continuously look at ways we can improve services that fit you. Since we launched the MyJacksonEMC website and mobile app a few years ago, more members are using these tools to pay their bill and check their energy use. If you're like my wife, apps like

MyJacksonEMC are the preferred way to make payments using your phone or online.

As a member of an electric cooperative, you can choose from many different payment options that work best for you. In fact, we just launched PrePay last year as a new option to manage your energy use and bill. This is a great option if you want to manage your account with smaller, but frequent, payments. You decide when and how much you'll pay. Think of PrePay like filling your vehicle's gas tank. You fill your account like you would the gas tank on your car and then use electricity as you normally do. When your "electric tank" gets low, you can refill as needed by adding funds as you want. It's a great option that works well for some of our members.

PrePay is a good option for people who want to manage their account closely. For some folks, "set it and forget it" works best for them. Our Auto Pay Program lets you pay your bill with an automatic draft from your bank account or credit/debit card. And, for those members who want to avoid surprises on their monthly bill, they may like our Budget Billing Program, which balances your electric bill so your payments are the same each month.

In just the past few years, paperless billing has become a popular option for many members, too. About 65% of Jackson EMC members get their bill via email. It's a fast and efficient way to get your bill for those members that prefer electronic notifications.

Choices and options are what it's all about and the new year is a great time to evaluate what's best for you and your family. Need to make things more consistent? Take a look at budget billing. Want more control over your account? Learn more about PrePay in this issue of *JEMCO News*. As for me, I'm excited to welcome a new year with the opportunity to serve you.

Have a story to share about how a payment option has worked well for you? Share it with me at chip@jacksonemc.com.

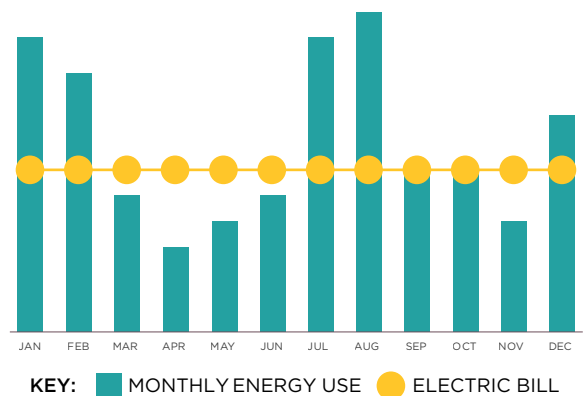
Chip Jakins, President/CEO

BUDGET BILLING: You Pay the **SAME AMOUNT** Each Month

It's that time of year when cold weather could impact your energy use. With Jackson EMC's budget billing program, you'll still pay the same amount each month.

Budget billing takes the 12-month average of your household's electric bill and balances it so you pay the same amount each month. Regardless of your energy use, you'll be charged the same amount.

Your account will be reviewed once a year. Depending on your energy use from the previous 12 months, your budget billing amount could be higher or lower the next year.



THINK BUDGET BILLING MAY BE AN OPTION TO CONSIDER IN THE NEW YEAR? VISIT [JACKSONEMC.COM/BUDGETBILLING](https://jacksonemc.com/budgetbilling) FOR DETAILS.

Vol. 70, No. 3, JANUARY 2023 (ISSN 1061-5601), IS PUBLISHED MONTHLY BY THE COMMUNICATION DEPARTMENT OF JACKSON ELECTRIC MEMBERSHIP CORP., 825 Buford Drive Lawrenceville, GA. SUBSCRIPTION \$3.50 PER YEAR AS PART OF YEARLY MEMBERSHIP. PERIODICALS POSTAGE PAID AT LAWRENCEVILLE, GA AND ADDITIONAL MAILING OFFICES. Kerri Testement, Editor. POSTMASTER: Send address changes to Jemco News 825 Buford Drive Lawrenceville, GA.



What's 'Emergency' or 'AUX' Heat and How Can You Manage It?

Heating systems in north Georgia get a workout when it's extremely cold outside. That doesn't mean your electric bill has to skyrocket.

Many homes use heat pumps to keep you warm in the winter and cool in the summer. When it's extremely cold, you may notice your thermostat displaying "AUX" - which stands for "auxiliary heat." Some systems may display "auxiliary heat" while others may show "emergency heat." In these cases, the additional heat source is activated automatically by your heat pump. If you manually change the heat source, this is called "emergency heat" on many thermostats. Depending on your heat pump system, auxiliary and emergency heat can cost about 2-5 times as much as running normal heat. Though it's necessary for a heat pump to operate with auxiliary heat at times, you can take steps to reduce how frequently it's automatically used.



Keep your thermostat set at 68 degrees.

Once the normal heat and auxiliary heat in your unit meet your thermostat's set temperature, your HVAC stops running. Keeping your thermostat at a lower, regulated temperature will reduce the amount of heat your heat pump has to create. In turn, it uses less auxiliary heat, which is more expensive to use.



Raise the temperature gradually.

If you raise the temperature of your thermostat more than two degrees at a time when it's extremely cold outside, your heat pump will not be able reach the set temperature quickly. It may default to using auxiliary heat for additional help to raise the temperature in your home.



Don't use the emergency setting.

Even if temperatures plunge, don't change the thermostat from the normal heat setting. In the emergency mode, only the electric heat strips in the system are operational. Relying on heat strips for an extended period of time can dramatically increase your electric bill. Use the emergency setting only when there's an actual emergency, such as when the heat pump compressor fails.



Do regular maintenance.

During a maintenance check, a HVAC professional will inspect your heat pump to ensure it's operating optimally, including during extremely cold weather. Regular maintenance can help catch any potential problems before they become a costly repair.

Local Teens Sought for Free Leadership Experience

Know a high school student looking for a unique leadership development opportunity? Encourage them to apply for the Washington Youth Tour - a weeklong experience in the nation's capital. Applications are now open.

Each summer, we send local high school students on an all-expense-paid leadership development experience in Washington, D.C., where students representing electric cooperatives across the U.S. gather to make new friends, meet elected officials and visit popular sites.

Sponsored by the nation's electric cooperatives, the Washington Youth Tour typically includes visits to the Lincoln Memorial, the Martin Luther King Jr. Memorial, Arlington National Cemetery, Mount Vernon, the Smithsonian museums and more. Students also get the opportunity to meet our senators and congressional delegation. The tour will be held June 15-22, 2023.

Current high school sophomores and juniors in Jackson EMC's service area who have demonstrated leadership potential, academic success and community service can apply. The deadline to apply is January 31, 2023.

Since 1964, the nation's electric cooperatives have sent student delegates to Washington, D.C. for the annual Youth Tour, organized by the National Rural Electric Cooperative Association (NRECA), to gain a personal understanding of electric cooperatives, American history, and their role as a citizen. Jackson EMC began sending delegates to participate in 1971.



FOR MORE INFORMATION, OR TO APPLY, VISIT [JACKSONEMC.COM/WYT](https://jacksonemc.com/wyt).



HOW LIFE CHANGES CAN *affect* your energy bill



Life happens. When life changes occur, your energy use could change, too. Whether your energy use rises or falls because of life's changes, it helps to know where you can save energy in specific circumstances. Do these life changes apply to you?

ADDING A FAMILY MEMBER



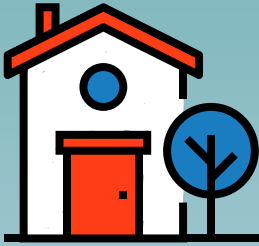
Are you welcoming a new family member to your household? Getting married, having a baby or moving an older relative to your home could mean more energy for appliances, electronics, and heating and cooling your home.

Now is a great time to use Jackson EMC's Home Energy Monitor to get a free comprehensive report of your energy use. By providing some information about your household - like the number of people living there - you'll receive a report on your energy use and recommendations for saving energy.



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

MOVING TO A NEW HOME



Whether you're moving to a smaller residence or a bigger one, moving to a new home could mean change in your energy use.

Once you've settled in, consider examining your home for any energy issues. Your new home may benefit from a DIY energy efficiency project. Need ideas on where to look?

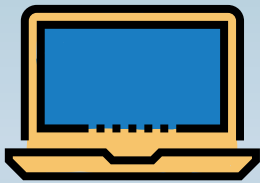
Looking for a new home? Right Choice™ homes are built for energy efficiency and comfort. Visit jacksonemc.com/rightchoice.



VISIT [JACKSONEMC.COM/DIY](https://jacksonemc.com/diy)



WORKING FROM HOME



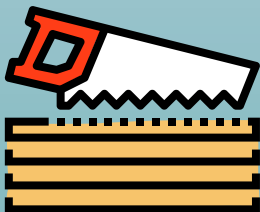
Spending more time at home? Whether you're working or studying from home, if you're staying home more often, your energy expenses are likely to rise. Increased use of electronics, like laptops, is part of the impact. Heating and cooling your home while you're there is a major contributor to your energy costs. Your energy use may also fluctuate if your work or school schedule changes, impacting the time you spend at home.

One way you can lower energy use by unplugging electronics when you're not using them. Even when turned off, most electronics continue to use energy while plugged into an outlet. This wasted energy could add up to an extra 10% to your home's energy use.



FIND MORE TIPS ON SAVING ENERGY AT [JACKSONEMC.COM/WAYTOSAVE](https://jacksonemc.com/waytosave)

HOME IMPROVEMENTS



Major upgrades to your home - like finishing a basement or bonus room - can make your house more enjoyable. With more space to heat and cool, your energy bill may increase. On average, heating and cooling accounts for 35-45% of a home's electric bill - so make sure your upgrades are energy efficient.

Need help finding qualified contractors for your energy efficiency improvements? Jackson EMC's contractor network can help you connect with qualified contractors to make HVAC, insulation and weatherization improvements.



LEARN MORE AT [JACKSONEMC.COM/CONTRACTORS](https://jacksonemc.com/contractors)

The Jackson EMC Foundation Board of Directors awarded a total of

\$114,919 IN GRANTS

during its November meeting, including \$110,419 to organizations and \$4,500 to an individual.

ORGANIZATIONAL GRANT RECIPIENTS:

\$15,000 to For Her Glory, a Gainesville agency that provides breast cancer patients throughout the Jackson EMC service area with items that are not covered by insurance, such as wigs, bras, compression sleeves, gloves and nutritional supplements.

\$15,000 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 Nothing but the Truth Inc., to purchase food for its Weekend Food Bag Program for Gwinnett County public school children who have been identified by counselors as food insecure.

\$15,000 to St. Vincent de Paul Society—Flowery Branch, to fund direct aid for housing assistance for families in crisis in Gwinnett, Hall and Jackson counties, and food for its food pantry.

\$15,000 to St. Vincent de Paul Society—Winder, for its financial assistance program that provides funds to Barrow County families in crisis for rent and mortgage assistance.

\$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, to provide rent for the men's and women's units.

\$7,500 to NOA's Ark (No One Alone), for its Trauma Counseling Program, designed to serve adults and children in Gwinnett, Hall and Lumpkin counties recovering from family violence, child sexual assault and dating violence.

\$5,100 to Aim To Be3 Inc., for its vocational skills training program for people with developmental and physical disabilities in Hall County.

\$5,000 to Burn Foundation of America, to provide patient and family services for burn victims throughout Jackson EMC's service area.

\$2,819 to Reins of Life Inc., a Franklin County nonprofit organization that offers hippotherapy treatment for special needs and at-risk children, youth and their families, to help five clients from Franklin and Banks counties attend therapy sessions.

INDIVIDUAL GRANT RECIPIENTS:

\$4,500 to provide an **HVAC unit** for a senior citizen.



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

MEMBERS MAKE IT DELICIOUS

Orange Bread



“ This is a traditional family recipe that's very quick and easy to make. It's also nice to share with family and friends for any occasion. ”

— CECILIA RODRIGUEZ, LAWRENCEVILLE

INGREDIENTS:

- 1 cup canola oil
- 2 cups sugar
- 3 cups flour, self-rising
- 4 eggs
- 2 oranges, peeled

DIRECTIONS:

Preheat oven to 350 degrees. Blend oil, eggs and oranges in a blender for 2 minutes.

In a bowl, combine sugar and flour. Pour the blended mix into a bowl and mix together. Pour mixture in a 9x5 loaf pan. Bake for 50 minutes.



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
JACKSONEMC.COM/RECIPES.

Neighborhood Community Ministries

Neighborhood Cooperative Ministries provides housing assistance and helps families avoid eviction and possible homelessness.

The nonprofit organization recently received a \$15,000 grant from the Jackson EMC Foundation for its emergency rental assistance program.

Neighborhood Cooperative Ministries is one of the first resources families turn to when unexpected circumstances happen, such as a job loss or a challenging medical diagnosis, said Ryan Jones, director.

“We try to help families get from crisis mode to stability mode,” he said.

To do that, the program requires that participants complete several tasks designed to increase their resiliency and financial stability such as attending classes on budgeting or life skills. Participants have a case manager who helps ensure they are successful in the program.

The emergency rental assistance program recently helped a woman after she was diagnosed with a medical condition that limited her ability to work, Jones said. She found employment through a work-at-home opportunity and took classes on budgeting. Those steps helped her avoid eviction and she's working full-time again.

Neighborhood Cooperative Ministries, formerly called Norcross Cooperative Ministry, has been serving low-income residents of southwestern Gwinnett County for 35 years. The emergency rental assistance program is a new addition to the services the organization offers. “We're trying to adapt to our changing community and find ways to serve our community,” Jones said.



TO LEARN MORE ABOUT NEIGHBORHOOD COOPERATIVE MINISTRIES, VISIT [OURNCM.ORG](https://ourncm.org).

What Happens Behind The Scenes To Restore Power?

Power outages can happen at any time. Our crews work to restore outages as quickly as conditions and safety procedures allow. Curious about how our crews restore power? See what happens behind the scenes to restore power by watching [this video](#).



NEED TO REPORT AN OUTAGE? YOU CAN REPORT POWER OUTAGES ON THE [MYJACKSONEMC MOBILE APP OR WEBSITE](#), BY VISITING [OUTAGE.JACKSONEMC.COM](https://outage.jacksonemc.com) OR BY CALLING **1-800-245-4044**.

Nominating Committee

Jackson Electric Membership Corporation (EMC) has its corporate office at 850 Commerce Highway in Jefferson, Ga., with district offices in Gainesville, Lawrenceville, Jefferson and Hull. Jackson EMC is a cooperative providing electric service to 10 Northeast Georgia counties - Banks, Barrow, Clarke, Franklin, Gwinnett, Hall, Jackson, Lumpkin, Madison and Oglethorpe.

The cooperative is governed by a nine-member board of directors geographically representing the service area. Board members serve three-year staggered terms. Board members representing Clarke County, Gwinnett County and Jackson County will be elected at the 2023 Annual Meeting, which will be held on Thursday, September 21, 2023, at the corporate office in Jefferson.

Candidates may be nominated by the nominating committee, or by a petition complying with Article III Section 4 of the Bylaws that is signed by 50 or more members. Petitions must be delivered to the Corporation's office in Jefferson not less than 150 days, and not more than 200 days, prior to the Annual Meeting. The complete director nomination and election process is contained in Articles II and III of the Jackson EMC Bylaws, which are available at jacksonemc.com or at any office.



**YOUR POWER.
YOUR COMMUNITY.**

A PUBLICATION FOR
JACKSON EMC MEMBERS

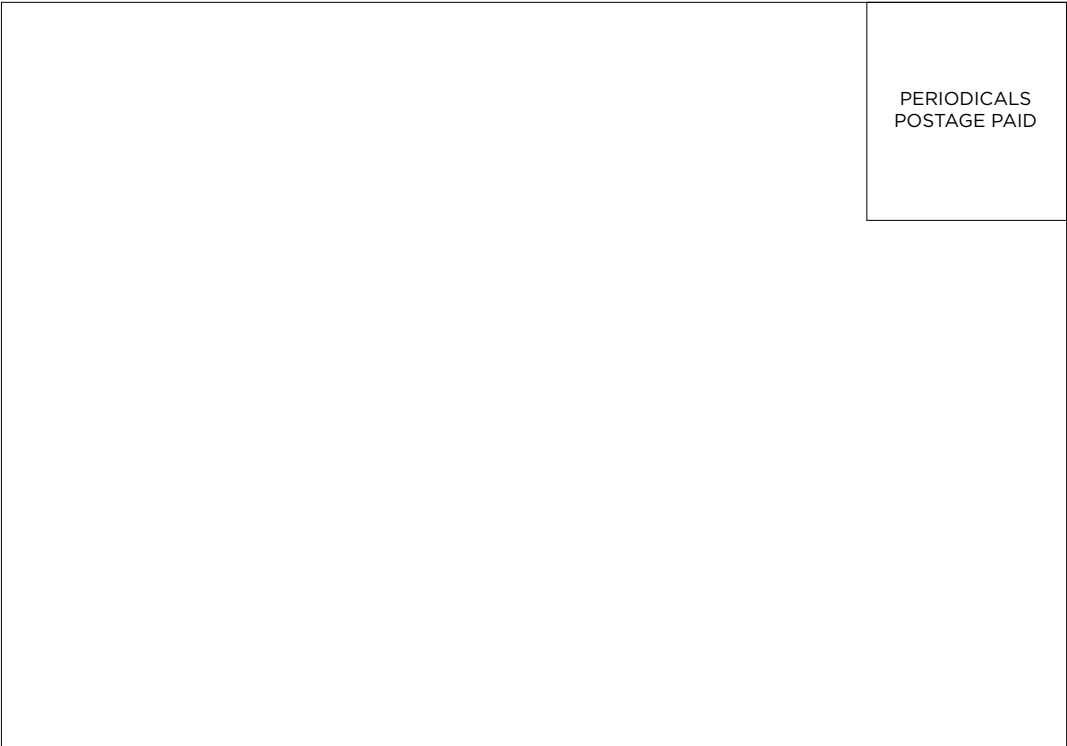
JACKSON EMC OFFICES
1000 Dawsonville Highway
Gainesville, GA
(770) 536-2415

85 Spratlin Mill Road
Hull, GA
(706) 548-5362

850 Commerce Road
Jefferson, GA
(706) 367-5281

825 Buford Dr
Lawrenceville, GA
(770) 963-6166

EMC SECURITY
55 Satellite Blvd., NW
Suwanee, GA
(770) 963-0305 or
(706) 543-4009



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Jackson EMC

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PrePay Gives You More Control Over Your Account

Want to make smaller, but frequent, payments to your account?

PrePay is a new payment option for Jackson EMC members that helps you manage your account – all without deposits, late fees or disconnect fees. You'll replace your monthly bill and will recharge your account with any amount you choose, anytime from anywhere.

With PrePay, you pay for electricity before you use it, which gives you more control over your account.

How PrePay Works:

1. You put money in your account in advance of electricity use.
2. Every day, we calculate the amount of the energy you use and subtract that amount from your balance.
3. When your account balance gets low, we send you an alert to let you know it's time to add more money to your account to avoid a service interruption.

You can stay on top of your account balance with your MyJacksonEMC account on the website or mobile app. You can also make payments 24/7 via phone or at payment kiosks in our local offices.



TO LEARN MORE ABOUT PREPAY, VISIT JACKSONEMC.COM/PREPAY.

