



New Peachtree City Fire Dept. Robot Offers Fun Way to Teach Kids About Safety

In an effort to help the Peachtree City Fire Department teach children about fire safety, the Coweta-Fayette EMC Trust, Inc. Board of Directors/Operation Round Up recently donated funds to help purchase an updated interactive robot named Freddie the Fire Truck.

With his big, friendly eyes, silly voice, just-loud-enough siren, jetting water stream, giddy movements and flashing lights, Freddie is perfect for enhancing the department's abilities to deliver public education to tiny audiences. From "Stop, drop and roll" to "Don't play with matches or lighters," Freddie's got it covered.

"Our first priority at Coweta-Fayette EMC is safety, and we fully endorse teaching kids in the community best practices on a level they understand," said Coweta-Fayette EMC CEO Chris Stephens. "We are honored the Trust Board chose to help Peachtree City's brave first responders educate our smallest members."

Operation Round Up is a Coweta-Fayette EMC program that contributes more than



\$250,000 each year to worthy groups in the cooperative service area. These awards are made possible by voluntary contributions from EMC members whose monthly electric bills are "rounded up" to the nearest dollar. The difference between what is actually owed and the next highest dollar is placed in an interest-bearing account, and this money is managed through a separate board of directors, the Coweta-Fayette Trust.



Freddie the Fire Truck helps Peachtree City Fire & Rescue personnel teach kids about safety.



Lt. Jeremy Carlisle, Firefighter/ Paramedic Bob Scruton and Asst. Fire Marshal Jeff Felmet (from l-r) join Freddie in a demonstration September 8.



Children at Peachtree City Christian Church love Freddie, with his big, friendly eyes, silly voice, giddy movements, noisy siren, flashing lights and jetting water stream (above and top of story).



The President's Message

*Chris Stephens
President and CEO*

October is National Co-op Month

Across the country, cooperatives have celebrated National Co-op Month since the 1930s. These unique businesses, like Coweta-Fayette EMC, are defined as not-for-profit companies owned by those they serve, called members, not customers.

The first successful co-op was formed in 1844 in England. In order to avoid the mistakes of others, this business developed a list of operating fundamentals that formed the basis for what are now known as the seven cooperative principles. All co-ops around the world operate according to these standards: voluntary and open membership; democratic member control; members' economic participation; autonomy and independence; education, training and information; cooperation among cooperatives; and concern for community. Coweta-Fayette EMC was created with these principles as our foundation. We can trace our history back to 1945, when a group of citizens from Coweta, Fayette and Fulton Counties met to discuss the creation of a new rural electric cooperative. Distribution lines were purchased from two other EMCs in 1947, and our co-op was born, with a membership of 691 people.

Co-ops are democratic organizations controlled by their members, who elect peers to represent them

on a board of directors. As a bonus, co-op members may receive a refund of capital credits, which represent each person's share of the co-op's margins, or revenue collected in excess of the cost of operations. Each year, these capital credits are allocated to members based on their individual contribution to the total margins. The board of directors approves a capital credit refund to members when the financial condition of the co-op will not be impaired. Coweta-Fayette EMC has nine directors representing our members and has approved the retirement of nearly \$16 million since 2000.

Cooperatives are everywhere. There are more than 750,000 co-ops worldwide serving some 730 million members in over 100 countries. In the U.S. alone, there are more than 40,000 co-ops serving 150 million members. Of the U.S. co-ops, 903 are electric co-ops serving 42 million members in 47 states. Coweta-Fayette EMC serves almost 67,000 members across Coweta, Fayette and portions of Heard, Troup, Fulton, Meriwether, Spalding and Clayton Counties.

There are a variety of types of co-ops spanning many industries, including credit unions, agriculture, healthcare, housing and much more. They range in size from Fortune 500 companies, like Land-O-Lakes and Sunkist, to small local store fronts. Coweta-Fayette EMC is an electric consumer co-op. We have more than \$300 million in assets, poles, wires, facilities, etc. In fact, we own and maintain over 6,200 miles of distribution line and received nearly \$160 million in revenue in 2014.

As co-ops around the globe celebrate in October, Coweta-Fayette EMC will join with them—we have a lot to be thankful for!

There IS a Cooperative Difference

In the U.S., the vast majority of people receive electricity from one of three types of utilities: investor-owned; municipal; or via an electric cooperative, which is controlled by those who use it.

In the investor-owned model, the corporation is controlled by stockholders, who may or may not be real customers. These utilities tend to be large companies that serve cities, suburbs and some rural areas, too. Usually, investor-owned utilities (IOUs) have few employees living in the communities in which they operate. This fact, combined with outside investors motivated by profit, often leads to less personalized service. Consumer surveys confirm IOUs have the lowest customer satisfaction ratings. About 72 percent of the U.S. population is served by IOUs.



Municipal electric systems are government-owned and can serve large cities, like Los Angeles, or smaller areas, like Palmetto. In these systems, the city runs the utility with little to no meaningful oversight from citizens. About 16 percent of the market is served by municipalities.

Rural electric cooperatives serve the smallest number of consumers—about 12 percent—or 42 million people, but our electric lines cover over 75 percent of the U.S. landmass because we provide power to low-population density areas where others once refused to go. Co-ops rank highest in member satisfaction among the three types—we serve member-owners, not customers.

As the electric utility business evolves, we are committed to being there for you. Unlike large IOUs, we are rooted in this area. We have answered the call to provide additional benefits, like energy audits, efficiency upgrade loans, security and natural gas, because it's important to us that our community thrives.

There IS a cooperative difference. You own us, and we are here to serve you!

Signs of Economic Growth in Our Service Area



While history has taught us a guarded approach to any economic predictions might be best, Coweta-Fayette EMC can report signs of growing confidence throughout our service territory in terms of new residential and commercial development in 2015.

For whatever reason – rising salaries, improving home prices, higher discretionary incomes, near-record level equity markets, a drop in unemployment figures – a quiet, steady trickle of economic growth has slowly gained momentum in our area, in both the housing and storefront sectors.

According to Manager of Engineering John Moore, the EMC has worked to bring power to more than ten new subdivisions and 313 lots in Coweta, some off Fischer Road, Linch Road, Lower Fayetteville Road and Happy Valley Circle. In Fayette, the co-op has serviced ten subdivisions and more than 600 lots in 2015, some off Hwy. 74, Redwine Road, MacDuff Parkway and Lester Road. Combined, that's almost 1,000 lots in a year... and 2015 isn't over yet!

On the commercial side, we've been equally busy. According to Director of Community and Economic Development David Cleveland, the EMC has worked to bring power to: Gander Mountain – a 52,000 sq. ft. outdoor specialty store in the Newnan Crossing Shopping Center; Piedmont Fayette Hospital's 139,000 sq. ft. emergency department and patient floor expansion; the new Georgia Military College campus on Veterans Parkway in Fayette County; a Holiday Inn Express (planned for construction soon in Fayetteville); and Pinewood Forest, coming soon across from Pinewood Studios.

We love our community and want to see it thrive. Here's to cautious optimism!



Sandy Creek High School Wins Cooperative Spirit Sportsmanship Award a Second Time

Fairness and mutual respect are just two of the character-building qualities that represent good sportsmanship. To celebrate these qualities, Coweta-Fayette EMC recently honored Sandy Creek High School in Tyrone with the 2015 Georgia High School Association's (GHSAs) Cooperative Spirit Sportsmanship Award – for the second time!

Chris Stephens, Coweta-Fayette EMC's CEO, and Mary Ann Bell, the co-op's Senior Public Relations Vice President, presented the sportsmanship trophy – which honors GHSAs member schools that exhibited outstanding sportsmanship during the 2014-2015 school year – to administrative staff at the Region 5 AAAA high school September 4.

"We are thrilled to present the Cooperative Spirit Sportsmanship Award to Sandy Creek High School," said Bell. "This school's students, spectators and teammates have continually, year after year, exhibited good sportsmanship and character, both on the field and in the stands."

Introduced in 2006 and sponsored by Georgia's electric cooperatives and the GHSAs, the Cooperative Spirit Award promotes sportsmanship at competitive events and honors the conduct of not only student athletes,

but also that of fellow students, parents, coaches and spectators, making the award a tribute to the entire school community.

"Good sportsmanship is one of the most important principles a person can have, both in life and in sports," said Bell. "And it definitely falls in line with cooperative values. Coweta-Fayette EMC is proud to support this teamwork-centered initiative."



EMC CEO Chris Stephens (far left) and Senior Public Relations VP Mary Ann Bell (third from left) present the Cooperative Spirit Sportsmanship Award to Sandy Creek High School Athletic Director and Assistant Principal Richard Smith (center), Principal Robert Hunter (second from left), Assistant Principal Dr. Margo Wimbish (center), Assistant Principal Dr. Kimberly Kessinger (third from right), Assistant Principal Kathy Smith and School Resource Officer Inv. Chad Wallace.



Automated Service Enhancements

In September, several enhancements were added to our phone-based automated system. These enhancements were designed to help our consumers pay bills by credit card or check.

Our automated system enables members to access information about their bill, report power outages, update phone information and make payments. The service is available 24 hours a day, and many members find this a convenient way to make payments by dialing 770-502-0226 and selecting option 1 from the main menu. Our enhancements make this system faster and easier to use.

Members choosing to make credit card payments will be asked if they would like the EMC to retain credit card information to use in future transactions. If the member elects to do this, the next time they call to make a payment, the system will ask them if they would like to use the information we have on record, saving them time by not having to enter their card information again.

Check payments have also been added. In order to process a check payment using the automated system, the member must first contact one of our customer service representatives, available Monday through Friday from 8 a.m. to 5 p.m., and request a check profile be created. Once this has been done, the automated system will retrieve the information, and the member will be able to process a check payment.

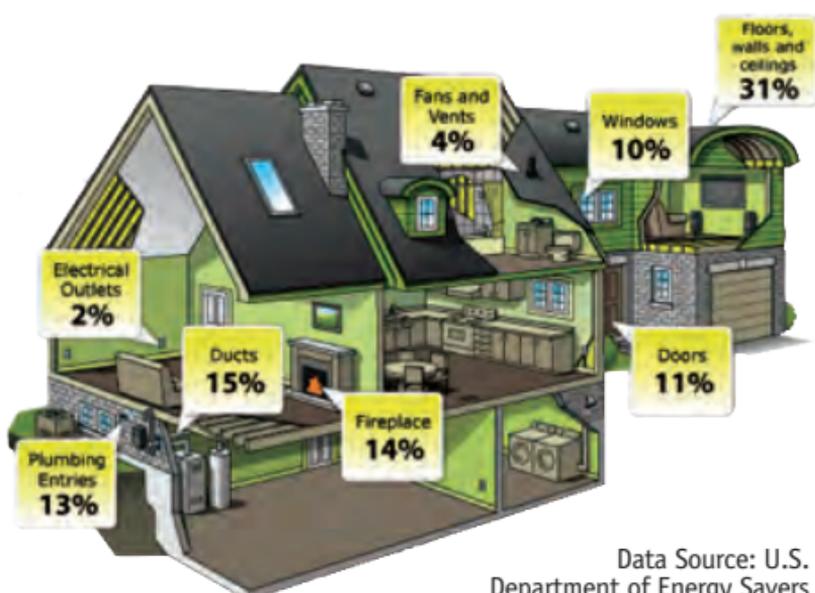
Even though these features were just added, many of our members are already finding them very helpful.

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Data Source: U.S. Department of Energy Savers
Image source: InsulationSmart.com

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