



It's the Way We Do Business for You

The hot and humid summer season is here, and with it comes those occasional-to-almost-routine afternoon thunderstorms. Last summer, we had an exceptional number of severe storm-related outages, but we are hoping both the frequency and magnitude of bad weather events decrease this year. In any case, you can be sure we will be prepared to respond quickly and minimize outages during any storm that comes our way.

Our skilled and proficient employees, along with our cutting-edge outage management and Supervisory Control and Data Acquisition (SCADA) systems greatly enhance our capabilities. With SCADA – which is basically a computer system connected to end devices throughout our service area – we can monitor and control electric infrastructure systems like substations, regulators, capacitors and most any kind of equipment needed in the field. When out-of-range readings occur, we get an alarm.

We also utilize a smart grid member metering program called TWACS (Two Way Automatic Communications System). Through this system, we are able to receive meter readings, voltages and other outage troubleshooting messages via a two-way power line carrier communication system between meters and our offices. This provides our Members with excellent resources to serve them and co-op employees well when the weather is good or bad.

We have a fleet of line trucks, mini-excavators and other pieces of equipment that our own mechanics keep in great shape right here at Coweta-Fayette EMC headquarters. When you depend on massive amounts of specialized equipment, it is good to know we can fix or address almost any mechanical or hydraulic system issue quickly and efficiently. Keeping our bucket trucks and digger derricks in top running order in the field for our lineman is something we do extremely well.

Our operations group has the capability and know-how to complete almost any task imaginable

to serve our Members. One of the best qualities of our operations personnel is their ability to trouble shoot. They are quite adept at quickly analyzing problems, developing appropriate solutions and then implementing the necessary procedures to accomplish the goal.



Limbs and trees falling on power lines is the typical reason for outages during a severe thunderstorm or straight-line wind event. We have developed a rotation cycle for our Right of Way (ROW) tree-trimming program that goes a long way toward preventing vegetation-related outages, and our crews do a great job. The

rotation cycle varies according to tree type and vegetation in specific areas, but we typically try to stay on a five-year cycle.

Power lines and transformer contact issues involving squirrels, birds and reptiles also cause outages. There are many things we do to minimize or prevent outages before they occur, but these types of unfortunate animal-related outages are typically beyond our direct control. It is always our goal to be proactive, not reactive.

In this month's Powerlines, you will see an article about a technology conference held recently at our cooperative. We are continually updating our knowledge, equipment and software to maintain the high degree of security and system integrity required for our computer network, ancillary systems and equipment. Cyber security is always a top priority for your cooperative and our energy suppliers.

Our employees try each and every day to find a better way to serve you. We keep an open mind and explore all options for improvement. It's the way we do business for you!

For the Team,

Anthony H. Sinclair "Tony"

Anthony H. Sinclair "Tony"

Account Number Upgrade

On May 14, your Coweta-Fayette EMC account number underwent a small change. In order to upgrade the EMCs billing system, an extra zero has been added to the end of your number; specifically, a "0" has been added at the third position from the right.

Coweta-Fayette account numbers are composed of two parts: the *member number* and the *member separator*. As an example, if your account number is 6596201, your member number is 65962, and your member separator is 01. The member number is what we use to identify your basic account information, and the member separator represents each meter you have. If you have three accounts in your name, your house might be identified as 01, natural gas as 02 and a shop as 03.

With the billing system upgrade, the example account number above would change to 65962001.

Where do I find my account number on the bill?

Your account number can be found in the upper left corner shaded in blue.

What do I need to do?

Make a note in your records of your new account number as found on your June statement in the top left corner. Any time you call into the office, having your correct account number ensures that our customer service representatives are working with you on the correct location.

I pay my bill by bank or credit card draft. Do I need to make any changes?

If you have authorized Coweta-Fayette EMC to

draft your payment from your checking account on your due date, *you do not need to take any action.*

If I mail my payment or make a payment in the office, is there anything I need to do?

No, you don't need to do anything about the change. However, when you pay your bill, be sure you include the bill stub – no further action will be necessary.

I pay my bill with an electronic transmission from my bank's website. Will I need to notify my bank of the new account number?

Yes, if Coweta-Fayette EMC is paid with an electronic transmission from your bank's website, *you will need to go into your online bill-pay system and verify that the payment information reflects your new account number that appears on this bill.*

I pay my bill on the EMC website each month. Should I need to do anything differently?


No, you do not need to do anything differently. Simply record your new account number for your records.

I pay my bill by phone with a credit card. Will I need to use the new account number?


If you do not have your new account number, our customer service representatives can also locate your account by name or address.

Whom should I contact if I have additional questions?


If you have any questions or need assistance, please call 770-502-0226 to speak to a customer service representative.



Consumer Name
Address Line One
City, State Zip Code



Palmetto Office
807 Collinsworth Road
Palmetto, GA 30268



Newnan Office
14 Hospital Road
Newnan, GA 30263

Fayette District Office
103 Summer Road
Fayetteville, GA 30124

Service Location: Address
Phone Number: City, State, Zip Code

Customer Service
Monday – Friday, 8:00 a.m. to 5:00 p.m.
770-502-0226 or 1-877-746-4362
www.utility.org

Your Account Number	Statement Date	Total Due Now	Due Date
65962001	3/3/11	\$103.00	3/23/11

Explanation of Charges

Previous Balance	\$95.75
Payments Received on	
Previous unpaid bill	

Current Charges

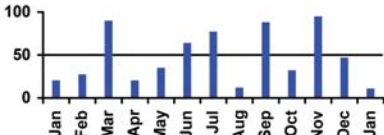
KWH Usage Charges	\$2.26
Power Cost Adjustment	\$4.16
Sales Tax	\$4.83
Round Up	\$0.50
Green Power	\$4.00
Total Electric Charges	\$85.75

Ancillary Charges

Security Monitoring	\$17.25
Balance of Last Bill 02/03/22	\$17.25
Payments received on 2/23/11	\$0
Previous amount Due	\$17.25
Residential Member Monthly Service	\$17.25
Total Security Monitoring Charges	

Your Account Number
65962001

KWH History



Automatic Bank Draft	Credit Card
Automatic Credit Card Draft	E-Check
Phone	Internet

Westmoreland Tours EMC, Discusses Federal Energy Regulations



U.S. Rep. Lynn Westmoreland sees Coweta-Fayette's outage management, vehicle tracking and two-way automatic communications systems during a visit to the co-op's dispatch center.

As complex and costly federal energy policies continue to plague the electric power sector, U.S. Rep. Lynn Westmoreland visited Coweta-Fayette May 4 to discuss the need for a more comprehensive approach to energy regulation in Washington.

According to Coweta-Fayette CEO Tony Sinclair, the meeting couldn't come at a better time.

"Regulatory overreach by the Environmental Protection Agency (EPA) has a detrimental effect on the ability of EMCs to continue providing affordable, reliable electricity to our members," he said. "These regulations could make it nearly impossible to build new coal-fueled plants, more costly to modify and operate existing plants and may lead to the shut-down of existing plants and a resulting loss of jobs."

As a member/owner of Oglethorpe Power Corporation (OPC), Coweta-Fayette EMC receives a portion of their power needs from coal plants Scherer and Wansley. Due to one or more of the myriad pending or recently issued regulations - like the Cross State Air Pollution Rule, the Industrial

Boiler MACT, the Utility MACT, the Mercury and Air Toxics Rule, the Coal Ash Rule, the Cooling Water Rule and the New Source Standards for Greenhouse Gases - OPC's original investment in Scherer could at least double, and their investment in Wansley could rise to 3.5 times the original to meet EPA mandates.



Westmoreland talks with EMC Crew Chief Lanny Hammett during his May 4 co-op visit.

Sinclair said he believes that using every arrow in the quiver - from renewables and 21st century coal to nuclear and natural gas - is the right strategy, but energy policies that do not punish the industry would be the smart approach.

"We definitely want to be good Earth stewards and embrace all forms of energy production," he said. "But before we tear down one energy bridge, we need to ensure another is built and that we can afford the toll to cross it. Energy policy creation should be based on sound business practices, not as a result of ill-thought-out regulations that fail to acknowledge economic consequences."

"Now, more than ever, we need legislators who understand the challenges energy providers are facing," Sinclair said. "Luckily, there are policy makers like Congressman Westmoreland in Washington."

Coweta-Fayette EMC Hosts Inaugural Statewide Utilities Technology Conference

The new Georgia EMC Technology Association held its first statewide meeting March 29-30 at Coweta-Fayette's headquarters in Palmetto.

Some 40 attendees from approximately 25 EMCs, Georgia EMC, Georgia System Operations Corporation (GSOC) and Georgia Transmission Corporation (GTC) were present, as well as 30-35 vendors and speakers.

Presentations focused on the technical/hardware aspects of information technology for electric utilities, and topics included disaster recovery, telecommunications, virtualization, security and application development for mobile devices.

To address EMCs' role in emergency response and public safety management, a Howard Technology Solutions "Tacticomm" vehicle was also on site. In the aftermath of a major disaster, the high-tech mobile command and communications SUV allows first responders to act quickly in establishing command presence, resource control and communication interoperability.



EMC Computer Services Technicians Ben Schwarting and Jennifer Jones check out an impressive "Tacticomm" vehicle during the first statewide meeting of Georgia EMC's Technology Association.



Earth Day poster contest winners at Brooks Elementary School (above) and Western Elementary School (right) display green artwork with EMC Communications Coordinator Amy Lott.



EARTH DAY 2012: green ART ROCKS!

This year, over one billion people and thousands of organizations in 192 countries took part in the 42nd anniversary of Earth Day - including your co-op!

On April 23, Coweta-Fayette EMC participated in the global, grass-roots celebration by providing energy efficiency literature, green snacks and bottled water in the lobbies of all three office locations. Co-op employees were also encouraged to wear green shirts to work.

To further honor the key messages associated with Earth Day - now the largest civic observance in the world - the EMC also held a "green" poster contest at Western Elementary School in Newnan and Brooks Elementary School in Brooks. Students were encouraged to show what environmental protection and sustainability mean to them and to depict ways they can have an impact on their surroundings. Winners were given art sets and Green Power EMC water bottles and their artwork was displayed in Coweta-Fayette EMC's offices.

Begun in 1970 by U.S. Senator Gaylord Nelson, Earth Day is recognized around the globe as a way to inspire awareness and appreciation for our environment.

Because I want my family to be

SAFE

Because I know my home and belongings are

SECURE

for all those reasons, I'm

SATISFIED



with my Relyco Home Security System. To become more safe and secure, let Relyco add fire protection to your existing home security system. According to Federal Emergency Management Agency data published for 2010, there were

362,100 residential building fires resulting in 2,555 deaths in the United States. A majority of these fires occurred between the hours of 10:00 p.m. and 8:00 a.m., which makes having monitored fire protection critical for the safety of your family. Relyco can add fire protection to your home security system for as little as \$1.00 per day in most



cases, and your current monitoring charge is not increased as a result of your added protection. Call today, it's a great time to be more safe, more secure and more satisfied.



Security Resources



770-253-4053
relycosecurity.com

Anthony H. Sinclair, President and CEO
C. Bradford Sears, Jr., Attorney
Douglas B. Warner, Attorney

BOARD OF DIRECTORS

James W. Fulton, Chairman
Therol Brown, Vice Chairman
J. Neal Shepard, Jr., Secretary-Treasurer
W. L. Clements
Ross Henry
Alice J. Mallory
K. M. Spaller
Elwood Thompson
Mildred A. Winkles

.....
POWER*lines*

Editor: Mary Ann Bell

807 Collinsworth Road, Palmetto, GA 30268
(770) 502-0226

Coweta-Fayette EMC is an Equal Opportunity
Affirmative Action Employer/M/F/V/H



Coweta-Fayette

770-502-0226
www.utility.org



Your Touchstone Energy® Cooperative 



Even though natural gas pipeline incidents are uncommon, you can help prevent emergencies by knowing the signs of a potential problem. Anytime you suspect a leak, call us at 1-877-427-4321.

RP1162 Ver. A

Help Prevent Natural Gas Pipeline Emergencies

LOOK for blowing dirt or continued bubbling in standing water.

LISTEN near a natural gas appliance or line; there may be a hissing or roaring sound when natural gas is leaking.

SMELL for the distinctive, rotten-egg odor associated with natural gas. You should take action anytime you detect even a small amount of this odor in the air.

LEAVE the area immediately if you detect a natural gas leak. Don't try to identify the source or to stop the leak yourself.

AVOID touching anything that may cause a spark. This includes lighters, matches, cigarettes, flashlights, light switches and telephones in the area of the suspected leak. You should even wait until you are away from the area to use a cell phone.

CALL Atlanta Gas Light or 9-1-1 once you are out of the area of the suspected leak and in a safe place. Stay away until an Atlanta Gas Light representative or emergency personnel indicates it is safe to return.

Water Heater Safety

The U.S. Consumer Product Safety Commission (CPSC) urges all users to lower their water heaters to 120 degrees Fahrenheit.

A thermostat setting of 120 degrees Fahrenheit (49 degrees Celsius) may be necessary for residential water heaters to reduce or eliminate the risk of most tap water scald injuries. Consumers should consider lowering the thermostat to the lowest settings that will satisfy hot water needs for all clothing and dish washing machines.

Never take hot water temperature for granted. Always hand-test before using, especially when bathing children and infants.

Natural Gas Equipment Safety

According to the Federal Emergency Management Agency:

- It's important that you have your furnace inspected by a qualified specialist, to ensure that it is in good working condition. Do not attempt repairs yourself unless you are qualified.
- Be sure all furnace controls and emergency shutoffs are in proper working condition.
- Keep trash and other combustible material away from your heating and water heating systems.

Avoiding Carbon Monoxide

Natural gas is a safe fuel source; however, incomplete combustion of any fuel – charcoal, gasoline, wood or even natural gas – produces carbon monoxide. Carbon monoxide is poisonous and has no odor, taste or color. Carbon monoxide detectors are helpful, but they are no substitute for using equipment safely. This includes having your appliances inspected at least once a year by a certified contractor. For a referral to one in your area, visit our web site or call 1-800-427-5463 and choose option five.



Atlanta Gas Light®

An **AGL Resources** Company

atlantagaslight.com