

# POWERlines

## Good Values, Integrity, Honesty – EMC Service Priorities Then, Now and Forever

Last month, we celebrated our 65th Annual Meeting. I hope everyone thoroughly enjoyed the festivities and the family activities that were provided. The opportunity for us to visit with Members and extend our appreciation is always a wonderful experience for EMC Employees and Directors.

As I was leaving the cooperative a few days before Annual Meeting, one of our great Customer Service Representatives told me she was really looking forward to the event, because it was a day to thank Members and their families for allowing us the privilege of serving them. She said it meant a great deal to her to be able to shake Members' hands, greet them with a smile and welcome them to their co-op. I could not have said it any better.

Our Marketing Department, under the direction of Mary Ann Bell – Vice President of Marketing and a 40-year cooperative veteran – prepared a special historic Coweta-Fayette EMC history and recipe book to commemorate our 65th Annual Meeting milestone. She named it *From Rural Sparks to Powerlines, Coweta-Fayette EMC from 1945-2012*. I am especially proud of this book, which was given to our Members at the Annual Meeting. It highlights the foundations upon which our cooperative was built and shows what your Coweta-Fayette EMC Employees and Directors have done for our Members over the years.

The principles that guided us when the cooperative was established still guide us today in a world of constant technological change. Demonstrating good values, integrity and honesty and having a desire to always do the right thing are crucial aspects of the way we conduct Member business today, and it's how we will operate in the future. The Employees and I always reflect on what is in the best interests of our Members in all the decisions we make. It is a

successful and admirable business model we are proud of.



Over the next decade, Coweta-Fayette EMC's "new" required power supply resources will be primarily provided by natural gas-fueled turbines and Vogtle nuclear electric generation units III and IV. Our present energy portfolio includes renewables (biomass, landfill gas, solar), hydro, coal, nuclear and natural gas. When it comes to energy production, we believe – along with other knowledgeable utilities – that using every arrow in the quiver based on economic cost, supply side management and geographic location is the correct path.

We are presently finalizing the 2013 Corporate Management Goals that will communicate to all employees the priority initiatives we plan to accomplish in the coming year. Some of the key areas we will be concentrating on are developing additional communication options, expanding Member access to energy efficiency tools and completing our GIS/GPS field survey, a project which will allow us to have a best-in-class, cutting-edge mapping system. We are also going to be integrating an interfaced work management system with our mapping and operating system software to further enhance our efficiency and save money.

The most important 2013 goal for us will be to determine if there are any other actions we could take to enhance our already-excellent customer service. We plan to turn over all stones to see if we can improve the way we serve you. Our Employees' drive for continual improvement coupled with their can-do attitudes is a winning combination for our Members.

For the Team,

*Anthony H. Sinclair "Tony"*

Anthony H. Sinclair "Tony"

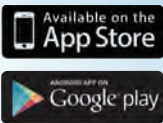
# Go mobile with Coweta-Fayette EMC's new smart phone app!

To give our members the flexibility needed to manage busy lives, Coweta-Fayette EMC is launching a free smart app for iPhone and Android devices.

With this new mobile feature, members will have fast, secure account access to view bills, make payments, schedule reminders, consult graphs and much, much more! In fact, nearly everything Coweta-Fayette EMC consumers currently do from our online "Customer Portal" may now be handled instantly from home, work and everywhere in between.\*

To find and download our free mobile app, simply visit the iTunes App Store or Google Play Store and search for Coweta-Fayette EMC. If you don't already have a user ID and password, one must be created online in the customer portal at [www.utility.org](http://www.utility.org).

*\*For members with smart devices other than Android or Apple, there is an optimized web view portal.*



## Account Info on the Go

Reliance 4:15 PM 41%

Account Info 8401700-001

Srvc. Addr: RED HOLLOW RD 497  
Status: ACTIVE Due Date: 07/15/12  
Balance: \$ 177.82 **Pay Now**

Notifications: ? ☐ OFF

All Accounts

Account	Due Date	Balance
8401700-001	07/15/12	\$ 177.82
8401700-002	01/12/07	\$ 254.54
8401700-003	07/15/12	\$ 188.04

Amount Due: \$ 620.40 **Pay Now**

Reliance 4:15 PM 41%

Accounts 8401700

Account:	8401700-001
Name:	JOHN SMITH
Account Status:	ACTIVE
Meter:	44762623
Due Date:	07/15/12
Balance:	177.82
Account:	8401700-002
Name:	JOHN SMITH
Account Status:	INACTIVE
Meter:	43429164
Due Date:	01/12/07
Balance:	254.54
Account:	8401700-003
Name:	JOHN SMITH
Account Status:	ACTIVE
Meter:	44776183
Due Date:	07/15/12
Balance:	188.04

Reliance 4:16 PM 41%

Bill History 8401700-001

Billing Date:	06/30/12
Due Date:	07/15/12
Meter Read Date:	06/24/12
Total KWH:	1271
Bill Type:	NORMAL
Balance:	\$ 177.82
Billing Date:	05/31/12
Due Date:	06/15/12
Meter Read Date:	05/24/12
Total KWH:	1125
Bill Type:	NORMAL
Balance:	\$ .00
Billing Date:	04/30/12
Due Date:	05/15/12
Meter Read Date:	04/24/12
Total KWH:	1128
Bill Type:	NORMAL



cooperative spirit



# Co-op Milestone: 65th Annual Meeting and Member Appreciation Day

The day broke cool and crisp, with a sunrise that promised good things to come. Beneath that brilliant dawn – the kind solely reserved for October mornings, it seems – a flurry of activity could be found at Coweta-Fayette EMC headquarters in Palmetto.

As the lines were formed and the crowds poured in, one thing became clear: the 65th Annual Meeting and Member Appreciation Day would be an anniversary celebration to remember.

This year's event, held October 13, drew over 3,000 consumers and family members for a morning of carnival-themed fun and informative co-op business. As a special treat, and to commemorate 65 years of cooperative power, history/recipe books titled *From Rural Sparks to Powerlines*, Coweta-Fayette EMC 1945-2012 were handed out with a grilling set upon guest registration.

With regard to EMC history, CEO Anthony "Tony" Sinclair told audience members during his speech that although the co-op has experienced significant growth since its formation in 1945 – a consumer-base of less than 700 member accounts has increased to over 74,000 – the commitment to service excellence provided at inception has continued unchanged.

"It all started with neighbors helping neighbors to improve their quality of life by having access to electricity, and this way of doing business remains a constant for your EMC," he said.

The co-op festivities featured midway games, arts and crafts, EMC information stations, a photo booth, prize drawings, health screenings by Piedmont Newnan and Piedmont Fayette Hospitals and toe-tapping music from Alvarado Road Show.

During the business meeting, W.L. Clements and Alice Mallory ran unopposed and were declared winners of the board election. Incumbent Mildred Winkles was opposed by James W. "Jimmy" Beavers and re-elected by a majority of votes. All winners will serve another three-year term.

After the election, business and service awards portion of the meeting, the prize drawings began. This year's grand prize winners were:

- ♦ \$1,000 electric bill credit from Coweta-Fayette EMC – Fred Hammond
- ♦ Gas grill from Coweta-Fayette EMC Natural Gas – James Brown
- ♦ Security system monitoring for one year from Relyco Security Resources – Betty Ayers
- ♦ Children's drawing, \$50 gift card – Arquez Phillips

Congratulations, winners!

Everyone at Coweta-Fayette EMC – your neighbors – had so much fun honoring our members and shared history this year, and we can't wait to make our 2013 event even better.

Kid's crafts



Prizes!



Music!



HEALTH fair



games!



Because I want my family to be

# SAFE

Because I know my home and belongings are

# SECURE

for all those reasons, I'm

# SATISFIED



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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.

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**POWER**lines

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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.*

## 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.

## Here's what to do:

Natural gas is a safe energy source and natural gas leaks are very rare. However, we've added an odor of rotten eggs to natural gas that gives it a distinctive smell to assist in the detection of natural gas leaks. If you suspect you smell gas – anywhere, anytime – call us immediately. And please:

- If you smell gas indoors, leave the building immediately and have others also exit immediately.
- Do not light a match, operate natural gas appliances, use a phone or turn an electrical switch on or off.
- Keep everyone away from the area of the odor.
- Do not start a car. Go to a nearby phone away from the smell and call 877-427-4321.

***Never try to find a leak yourself.***

For more natural gas safety information and to take our safety survey, visit [www.atlantagaslight.com](http://www.atlantagaslight.com). If you complete our survey, you'll be entered for a chance to win a natural gas grill.

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