



# POWERlines

## Applied Science, Safety for All and Service above Self

Coweta-Fayette EMC is always looking for innovative ways to embrace technology and serve you better. For instance, we use GPS and electronic maps to illustrate the location of our distribution system devices to make it easier for linemen to pinpoint a problem. Before they leave our office, they often know what equipment is involved and what will be needed.

And speaking of innovation... in this month's *Powerlines*, you will find some excellent information about our Customer Service Portal for EMC Members that allows you to access online energy usage data, pay your bill via credit card or e-check and much, much more. I have been using the Customer Service Portal myself for a long time to pay my own monthly bill, and it works great. When you access the portal on a smart phone or iPad equipped with our free Coweta-Fayette EMC app, it is also possible and extremely convenient to report a power disruption straight into our outage management system. I would like to personally encourage all our Members to get set up with a Customer Service Portal user name and password and begin benefiting from all the quality features at your fingertips.

We are also currently evaluating some LED light pilot programs in several strategic areas, and so far, we have been extremely pleased with the results. It is very possible that in the future—as a result of continuing manufacturer cost reductions, fixture warranties and production economies of scale—LED lights might become our standard EMC security lighting fixture. We will keep you updated as we continue to evaluate lighting opportunities. Good lighting enhances safety, highlights and accents homes and businesses and creates an atmosphere enjoyed by families and customers of local businesses.

Along with exploring technological advancement, the safety of our employees as they perform

their jobs in the service of Members is perhaps the greatest responsibility of our Management Team.

We are proud of our safety initiatives, training and team for contributing to this program. Brad Downs, the local CEO of Cargill, once asked me, “Wouldn’t it be wonderful if all the businesses and industries in our area were known for being some of the safest places in the country to work?” I think he was absolutely correct, and that is what we strive for every day at Coweta-Fayette EMC. Safety is part of our corporate

culture, and we make every effort to make sure our employees go home to their loved ones each night after a day of helping your families maintain the best quality of life possible. Our employees—even under extreme circumstances and conditions—continue to exercise their safety training and skill sets that always impress me and make me proud.

In fact, all of our employees are currently very active in raising funds in numerous ways for the 2014 American Cancer Society Relay for Life event. We are extremely proud of their continued efforts to participate in this great cause benefitting research toward a cure. We believe that time will come, and we thank our many Members who also gather at the Coweta County Fairgrounds each year to participate in Relay. This year’s event will be held on the evening of May 2, and if you have not ever been, please consider coming by to see what can be achieved when a community of wonderful, caring people work together to help others. It is an amazing sight—one that definitely inspires participants to seek “service above self.”

For the Team,



Anthony H. Sinclair “Tony”



# Even more options at your fingertips: go mobile with Coweta-Fayette EMC's smart phone app!

We get it – you lead a busy life, one full of meetings, multi-tasking and precious few minutes to waste. You crave convenience and reliable service with one screen swipe.

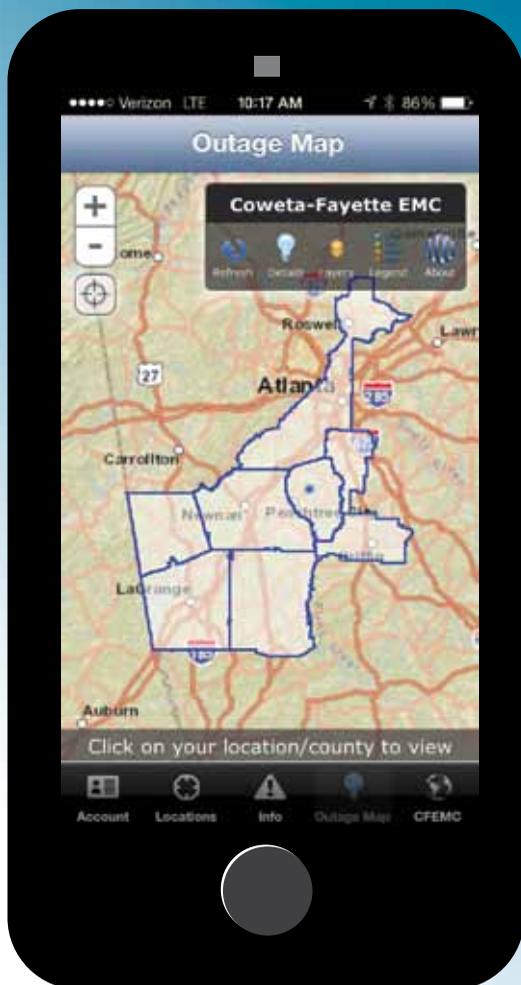
To give our members the ease and flexibility needed to manage full schedules and hectic days, Coweta-Fayette EMC offers a free smart app for iPad, iPhone and Android devices.

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

Using mobile devices, take charge of your account on the go, and even stay up-to-date on power interruptions. In the event of a storm that causes major outages, you can now log in to your smart phone or iPad, report the issue and monitor our progress on a mobile outage map.

With all our app has to offer, what are you waiting for? Get started today to take advantage of Coweta-Fayette EMC's mobile services – YOU have the power!

To find and download the app, you may simply visit the Apple App or Google Play Store and search for Coweta-Fayette EMC or access those sites through our member portal. For more information, please log on to our website at [www.utility.org](http://www.utility.org) or call our customer service department at 770-502-0226.



# Monitor Your Account with Our Customer Service Portal



Searching for an easier way to manage your bills and energy usage? Look no further than the EMC's website for convenient payment options, account history, graphical data, email reminder sign-up and much, much more.

By simply clicking the “Pay My Bill” button in the upper left-hand corner of Coweta-Fayette’s homepage – [www.utility.org](http://www.utility.org) – members will be linked to a free and secure landing page chock full of value-added service choices and key function commands.

Via the Customer Service Portal, you can control:

- How you receive bills – electronically, on paper or both.
- The creation of custom alerts for bill due dates, payments received and more.
- Energy usage. Monitor your personal data in a graphical format to determine exactly how and when your energy dollars are being spent.
- How you pay. Auto-pay ensures your bills are always up-to-date.

For further assistance, please call our customer service department at 770-502-0226.

## Providing your email address could make you a lucky winner!

To ensure Coweta-Fayette EMC continues to provide the best possible service, we are asking members to provide up-to-date email addresses. We strive to respond quickly and efficiently to any outage or emergency situation, and with your email address, we can provide you with current restoration information.

Providing your email address is an increasingly useful tool for contact purposes in the digital age. Updates and tips can be provided during a crisis, as well as weather alerts and safety information.

Additionally, it is crucial for us to have a current telephone number on file, because Coweta-Fayette EMC uses this data to help determine your service location when you report an outage via the automated outage reporting system. Because so many members use mobile phones to report an outage, it is also important for us to have cell numbers on record. This helps us recognize your number and subsequently, your location.

You can update member contact information by returning the completed information account update form when you pay you bill, by calling our office or by visiting our website. Those who provide a valid email address (including those we already have on file) will be entered into a drawing to be held May 31. Three lucky winners will receive one of the following:

- 1<sup>st</sup> place – iPad Air or \$500 off your electric bill
- 2<sup>nd</sup> place – iPad Mini or \$300 off your electric bill
- 3<sup>rd</sup> place – Nexus 7 or \$200 off your electric bill

You may also easily amend your account information online at [utility.org](http://utility.org) through our Customer Service Portal. Simply log in to verify your existing information or create a new account by clicking on “Pay My Bill” and then “Create User ID” under the “My Account” tab. From there, it’s as simple as filling in the required fields.

Good luck, everyone!



## UPDATED ACCOUNT INFORMATION

\_\_\_\_\_  
Name (please print exactly as appears on electric bill)

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Telephone numbers

\_\_\_\_\_  
Email

\_\_\_\_\_  
Account Number

# EMC's Green Power Program Green-e Certified



The Green-e Energy Certification program provides independent, third-party certification to ensure renewable energy meets strict environmental and consumer protection standards. The Center for Resource Solutions requires that sellers of certified renewable energy disclose clear and useful information to potential customers, allowing consumers to make informed choices. Therefore, the following content label provides the renewable resources used in Coweta-Fayette's program in 2013 and 2014.

## PRODUCT CONTENT LABEL

The product is sold in blocks of 100 kilowatt-hours (kWh).  
The product will be made up of the following renewable resources

Green-e Energy Certified New <sup>3</sup> Renewables in Coweta-Fayette EMC Green Power Program			Generation Location
	2013 <sup>1</sup>	2014 <sup>2</sup>	
-Biomass	100%	100%	Georgia
-Geothermal	0%	0%	
-Eligible hydroelectric <sup>4</sup>	0%	0%	
-Solar	0%	0%	
-Wind	0%	0%	
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	

1. The 2013 figures reflect the resources that were supplied for the year ending December 31, 2013.

2. The 2014 figures are prospective and reflect the power that we have contracted to provide. Actual figures may vary according to resource availability. We will annually report to you the actual resource mix of the electricity you purchased during the preceding year.

3. For energy supplied in 2013, New Renewables come from generation facilities that first began commercial operation on or after January 1, 1999. For energy to be supplied in 2014, New Renewables come from generation facilities that first began commercial operation on or after January 1, 2000.

4. Eligible hydroelectric facilities are defined in the Green-e Energy National Standard ([http://www.green-e.org/getcert\\_re\\_stan.shtml](http://www.green-e.org/getcert_re_stan.shtml)) and include facilities certified by the Low Impact Hydropower Institute (LIHI) ([www.lowimpacthydro.org](http://www.lowimpacthydro.org)); facilities that are run-of-the-river hydropower facilities with a total rated nameplate capacity equal to or less than 5 MW; and facilities comprised of a turbine in a pipeline or a turbine in an irrigation canal.

For comparison, the current average mix of resources supplying Coweta-Fayette EMC includes: Coal (30%), Nuclear (26%), Oil (0%), Natural Gas (43%), Hydroelectric (1%), and Other (1%).

The average home in the United States uses 900 kWh per month. [Source: U.S. EPA]

For specific information about this electricity product, please contact Coweta-Fayette Electric Membership Corporation, (770) 502-0226, [www.utility.org/site/GreenPowerBlock.aspx](http://www.utility.org/site/GreenPowerBlock.aspx).



Green-e Energy certifies that Coweta-Fayette Electric Membership Corporation Green Power Program meets the minimum environmental and consumer protection standards established by the non-profit Center for Resource Solutions. For more information on Green-e Energy certification requirements, call 1-888-63-GREEN or log on to [www.green-e.org](http://www.green-e.org).

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

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**POWER**lines

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**Coweta-Fayette**

**770-502-0226**  
**www.utility.org**

Your Touchstone Energy® Cooperative 



# Pay YOUR Way

Member satisfaction is a top priority for us, and we continually seek innovative ways to improve the overall customer experience. By offering a variety of convenient payment methods, it's our way of saying, "Pay YOUR way at Coweta-Fayette EMC!"

## **Automatic Bank or Credit Card Draft**

Tired of trying to remember if you paid your bill? We offer a hassle-free alternative that drafts your bank account or credit card on the bill's due date and then sends a statement showing energy usage for the month.

## **Credit Card**

We accept VISA, MasterCard or Discover by phone, walk-in or online payments.

## **E-check**

Don't like credit cards? You can still pay online using e-check.

## **In Person**

Walk in our offices at one of the following locations and pay by cash, check, money order or credit card.

### **Headquarters Office**

807 Collinsworth Road, Palmetto, GA 30268

### **Newnan Office**

14 Hospital Road, Newnan, GA 30263

### **Fayette District Office**

103 Sumner Road, Fayetteville, GA 30214

## **Levelized Billing**

Don't wonder what your next electric payment will be – let Coweta-Fayette EMC help you budget! We can average your bills from the past 12 months bringing your highest bills down and your lowest bills up to nearly the same amount each month.

## **Mail**

Use the bill stub and envelope included with your statement, and pay by check or money order.

## **Online**

Take charge of your account with our co-op customer service portal – it gives YOU the power! With convenient payment options (VISA, MasterCard, Discover and e-check), account history, graphical data, email reminder and much more, this secure program provides members an easier way to manage bills and energy usage 24 hours a day from the comfort of home or while traveling.

## **Phone**

Call and talk to a customer service representative Monday-Friday from 8 a.m. – 5 p.m. or use our automated system any time of the day or night to pay by credit or debit card.

## **PrePay**

If you are having problems paying your electric bill on time each month, or struggling to make a payment, Coweta-Fayette EMC has a new program that can help.

PrePay offers our members a plan with no deposits or late fees and no monthly bills. With PrePay you can choose your own payment schedule, and monitor your electric usage to help keep your energy costs down.

You will receive an email or text message when your prepaid balance is low. Then simply make a payment by telephone, smartphone, online or in person during normal business hours.

## **Senior Citizen Billing Cycle**

Our senior members are eligible for a special billing cycle that generates bills at the beginning of each month.

If you have any questions concerning payment methods, please contact an EMC customer service representative at 770-502-0226.