

POWERlines

"For the Team" – More Than Mere Words

Every January, the Management Team at Coweta-Fayette EMC defines the individual department goals we need to reach in order to meet or exceed our Members' expectations. The starting point is always our Mission Statement:

Coweta-Fayette Electric Membership Corporation will be recognized as the competitive supplier of choice for energy and other related services by being a leader in progressive and innovative planning and actions to meet the needs of our customers.

The foundation and the cornerstones for your cooperative were set many years ago, but we have continued to grow and expand our commitment and ability to serve our Members every year since then.

Today, the EMC relies on cutting-edge technology that those in the past could only dream of. We utilize software systems that allow us to efficiently handle and produce monthly bills for over 74,000 electric accounts, along with our two subsidiaries' accounts.

Our CSRs (Customer Service Representatives) can quickly answer almost any question a Member might ask when they call our office or come by in person. We know our Members' time is extremely valuable, and we do not want to waste a second.

We have greatly reduced our document retention by the use of imaging systems. This allows historical Member or corporate documents to be accessed quickly with just a few key strokes.

When we read your meters, we do it through our safe power line carrier system, called TWACS (Two-Way Automatic Communication System). It may seem impossible that we can read your meter via the power line connected to

it, but TWACS is an extremely accurate and reliable tool under all weather conditions.

You may now also access and pay your account online and retrieve usage information to make the best energy choices for your needs and lifestyle. Providing options for our Members is important to us. We are always looking for progressive and innovative ways to serve you better... and not just for the moment, the day or even the month, but for life.

We have four employees with over 40 years of service at the cooperative and many employees with greater than 30 years under their belts – a statistic that is extremely rare in today's world. One of these knowledgeable and valued employees recently told me he planned to retire in 2012. We will miss him dearly, but we have planned well for this type of life event, and others.

Your co-op works hard to ensure that we are not only taking good care of you today, but also preparing for tomorrow. We have working programs in place to provide superior training to our less senior and experienced employees, so that they will be ready at any time to step up and take on new responsibilities and challenges. Developing personnel skill sets now to serve you in the future is part of our routine planning process.

Today or tomorrow, you can always be sure that each EMC employee will be doing things right, doing the right things and giving their 100% best *For the Team*.

For the Team,

Anthony H. Sinclair "Tony"
Anthony H. Sinclair "Tony"





Staying Safe: Portable Generators

Portable electric generators can offer many benefits when a long-term electrical outage occurs due to a storm. However, if generators are not used properly, things could turn deadly. The safety of our members and employees is a top priority at Coweta-Fayette, especially during dangerous times. When storms hit our area, we rush to your aid as soon as possible. But sometimes, no matter how many steps we take to keep everyone safe, the very people we are there to help unknowingly put our lives – and their own – in danger.

A generator connected to a home's wiring or plugged into a regular household outlet can cause backfeeding along power lines and electrocute anyone who comes in contact with them – even if the line seems dead. EMC employees are not the only ones in danger when a portable generator is used improperly. Generator owners themselves may be at risk of electrocution, fire injury, property damage or carbon monoxide poisoning if they do not follow the necessary safety rules.

Portable generators can be very helpful to consumers during outages, but we urge you to follow these safety guidelines when using them:

- ♦ Read and adhere to the manufacturer's instructions for safe operation. Never cut corners when it comes to safety.
- ♦ Never connect a generator to your home's wiring unless your home has been wired for generator use. Have a licensed electrician install the equipment necessary to

safely connect emergency generators to your home. Never plug a generator directly into a household outlet.

- ♦ Always plug appliances directly into generators.
- ♦ Use heavy-duty, outdoor-rated extension cords. Overloaded cords can cause fires or equipment damage.
- ♦ Ensure your generator is properly grounded. The operation manual should provide correct guidelines for installation and operation.
- ♦ Never overload a generator. A portable generator should only be used when necessary to power essential equipment or appliances.
- ♦ Use the generator only in a well-ventilated and dry area away from air intakes in the house. Do not use a generator in an attached garage.
- ♦ Turn off all equipment powered by the generator before shutting it down.
- ♦ Never fuel a generator while it is operating.

We encourage you to protect the well-being and safety of your family during outages, and safeguard those who come to your aid during emergency situations. When we work together for safety and the good of our communities, we all benefit.

Play it safe. Contact us today if you have questions concerning the installation of your generator.



Georgia Tornado Safety

In April of 2011, an unprecedented outbreak of tornadoes

ripped across the South, catching many people unaware and leaving death and destruction in its wake. Although our service area remained relatively unscathed, many nearby counties suffered tragedy and devastation.

Member safety is one of our top concerns, and we want everyone to be ready when the 2012 storm season arrives. Please read the following tornado facts and safety advice provided by the National Weather Service, and be prepared this spring for whatever blows our way.

History

From the spring of 1950 through the summer of 2011, Georgia has averaged 26 tornadoes per year, with 23 recorded in Coweta and Fayette Counties during this period.

Watch vs. Warning

A tornado watch means one is possible. Check the sky, and listen to National Oceanic and Atmospheric Administration (NOAA) Weather Radio/local news. A warning means a tornado has been seen or indicated by radar, and you should seek sturdy shelter immediately.

Know the Signs

Look/listen for: strong cloud base rotation; whirling dust/debris; hail or heavy rain, followed by dead calm or fast wind shifts; a loud, continuous roar/rumble; and at night, small blue-green to white flashes at ground level indicating snapped power lines.

What to Do

- ☐ In a house, dorm or apartment: Avoid windows; get in a basement under a heavy table and cover up with padding. If there are no basements, go to a small center room on a low floor or to a windowless interior hallway. Crouch, look down and cover your head.
- ☐ In an office or store: Go to an enclosed, windowless, center area on the lowest floor. Interior stairwells can provide shelter, but avoid elevators.
- ☐ In a mobile home: Get out! You are probably safer outside. Seek a sturdy, permanent building or lie flat in a ditch away from your home, trees and cars.
- ☐ In a car or truck: Vehicles = danger. If a tornado is far away, you may be able to drive out of its path by moving at right angles. Otherwise, park and run to a ditch away from cars and trees. Avoid hiding under bridges, which offer little protection against flying debris.

Prevention and Practice before the Storm

- ☐ Have a tornado plan in place, and hold a drill once a year.



EF2 Tornado, Fayette County, March 1997

- ☐ Flying debris is the greatest danger, so store protective coverings near your shelter area.
- ☐ If a watch is issued, check supplies and monitor warnings (www.weather.gov/Atlanta).
- ☐ Forget cracking windows to equalize pressure; tornados will blast them open for you!

After the Tornado

- ☐ Plan a family meeting spot and calmly await emergency crews; avoid damaged buildings.
- ☐ Do not use matches or lighters in case of leaking natural gas pipes or fuel tanks nearby. Stay away from downed power lines – they may still be electrified!



Energy Efficiency Tips to Help Lower Your Bill

Dropping temperatures don't have to mean rising costs. To help you conserve as much energy as possible at home, Coweta-Fayette EMC recommends the following efficiency tips:

Top 10 NO-Cost Strategies

- ♦ Keep thermostat at 68° F during the day. Lower at night and when no one is home.
- ♦ Set water heater temperature at 120° F. Take short showers; use cold water for laundry.
- ♦ Turn off lights, televisions and computers when not in use.
- ♦ Remove and recycle second refrigerator.
- ♦ During the day, keep south-facing curtains open and north-facing ones closed.

- ♦ Clean refrigerator coils, and set temperature at 36-39° F.
- ♦ Make sure fireplace damper is closed when not in use.
- ♦ Match pot/pan size to that of stove burner, and cover with lids when cooking.
- ♦ Drain about one gallon of water from water heater each year to remove sediment.
- ♦ Air-dry dishes instead of using dishwasher's heat-drying option.

Top 10 LOW-Cost Strategies

- ♦ Caulk/weatherstrip around windows and doors; seal gaps in floors and walls around pipes and wiring.
- ♦ Change filters monthly. Install a filter whistle to let you know when to change them.

- ♦ Replace incandescent light bulbs with compact fluorescents.
- ♦ Repair air leaks; seal and insulate heating system ductwork.
- ♦ Add insulation to attic, crawl space and any accessible exterior walls.
- ♦ Have ENERGY STAR programmable thermostat installed.
- ♦ Look for ENERGY STAR label when replacing large or small appliances.
- ♦ Wrap water heater with insulation, or install insulating blanket.
- ♦ Install aerating, low-flow faucets and showerheads; repair leaks.
- ♦ Use power strips for home electronics, and turn strips off when not in use. TVs and DVD players still use power when the switch is off.

Attention Relyco Customers:

Notice of Fee Increase

Relyco Security, a subsidiary of Coweta-Fayette EMC, has been in the business of serving our community's security needs since 1994. In these 18 years, the monthly monitoring fee hasn't shown an increase.

While all aspects of today's cost of living continue to rise, we pride ourselves on avoiding routine price adjustments. But to maintain the quality, reliability and stability of the service we provide, it is now time for us to adjust our pricing structure.

Beginning in February, all of our monitored security accounts will see an increase of \$0.70 (seventy cents) per month. Relyco will still rank among the lowest cost providers of security monitoring even with this modest 4% increase.

With Relyco Security, you're safe at home. Our state of the art security systems are installed and serviced by local, licensed technicians who together have more than 60 years' experience. When you choose Relyco, you can rest assured your emergencies are handled by experienced professionals in our UL-certified monitoring station. With solutions to fit all budgets and needs, you know you can rely on Relyco.



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EMC employee Marsha McDaniel (with cue) and pool players at the Fayette Senior Services Life Enrichment Center enjoy the facility's new billiards table.

Rack 'em up!

Operation Round Up Helps Fayette Seniors Make Their Shot

Around The Fayette Senior Services (FSS) Life Enrichment Center, the game room has become THE place to be. The only problem: long wait times at the Fayetteville facility's sole pool table!

To help solve this sizeable dilemma – how do you provide 2,600 members equal access to one piece of equipment? – the Coweta-Fayette Trust Board, which administers the EMC's Operation Round Up program, decided to donate funds to FSS for the purchase of a new pool table.

According to Debbie Britt, President and CEO of the activity hub for older adults, the game room is one of the most popular hotspots in the Center, largely due to the meeting area's TV and pool table. And providing this type of haven for seniors is important – having an engaged, social lifestyle helps fend off the isolation and depression that often plague older adults, she says. Shooting a round of pool and interacting with their peers provides a positive influence in the overall health and well-being of seniors – particularly males, who have been historically less active than their female counterparts in the Center's programs.

"It has been great just getting together with a bunch of guys – sharing stories of past lives and commiserating about the present," says FSS pool player Larry Abbott. "It doesn't matter if I win or lose... I just have fun. Also, it makes my wife happy when I get out of the house and get some exercise instead of being a couch potato."