



## 'The Power of Human Connections'

The doldrums of winter are behind us now, and everyone is looking forward to getting outside and enjoying the wonderful days of spring as the plants and trees begin to put on leaves, bloom and grow once again.

We are optimistic that this spring will also be a catalyst for new economic growth in our service area and throughout Georgia. The community leaders serving you are working together and keenly focused on making sure those companies interested in expanding or relocating their business to our area are welcomed and presented with overwhelming evidence that it would be a good decision.

The best way Coweta-Fayette EMC and elected officials can assist our Members is to proactively promote business growth in coordination with development authorities, chambers of commerce and others. This should aid in job creation, which will subsequently lead to a more robust local economy, improved cost-sharing for required services and additional funds for the expansion and enhancement of our already excellent education systems.

In this month's *Powerlines*, you will hear about the many ways to pay bills for electric, natural gas and security services at your cooperative. It is always our goal to provide you with as many options as possible. We realize our Members are a diverse group with different goals and lifestyles. Our online systems are perfect for many of our Members, but we also love seeing those of you who still like to transact business in person. Meeting as many Members' needs as possible – and doing it in the most efficient manner – always makes us proud.

Our marketing and communications group is doing an excellent job of promoting energy efficiency and providing you with value-added ways to save in a manner that fits your personal lifestyle. They also routinely communicate the safety concerns you should be aware of when in the proximity of our distribution system's energized power lines. We want you and your family to enjoy all the wonderful things that electricity makes possible, but we also want you to remain safe, first and foremost.

There is always a chance that you may have underground power, gas, communications or water lines under or near your property. Should you have a project on your property that involves digging, please remember to call the Georgia 811 Utilities Protection Center, Inc. at 811 or 1-800-282-74121 at least 48 hours before you dig.

I don't often speak to Members directly about our employee safety programs, but I want you to know that safety is our number one priority. We have a full-time safety coordinator and an excellent safety team. I am very proud of all our team's individual and collective efforts

to work safely. Our operations group routinely deals with voltages up to 25,000 volts, and they do so with caution, preparation and professionalism.

My main goal above all others is to see that each of our employees returns home every day to his or her family. We have no doubts that we will accomplish all of our priorities and goals successfully, but we will never sacrifice safety to achieve it.

Our employees recently decided to participate in the American Cancer Society's Relay For Life event, scheduled for April 27. A large and highly motivated group has already begun working diligently for this cause. Our Relay team members have embraced this event as a way to support those presently fighting cancer and a mechanism to raise funds for research to find a cure.

Coweta-Fayette EMC's employees are truly dedicated to our Members and the communities we serve. As the Touchstone Energy logo implies, your co-op and cooperatives all over the U.S. understand "the power of human connections." We live where you do, and we will always be there when you need us.

For the Team,

*Anthony H. Sinclair "Tony"*

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# CORRAL: the Healing Power of Horses

*No hour of life is wasted that is spent in the saddle.*  
- **Winston Churchill**

In an effort to help those with special needs in our community, the Coweta-Fayette Trust, Inc. Board of Directors recently donated funds to the Coweta Organization for Riding, Rehabilitation and Learning (CORRAL), an extraordinary non-profit horse therapy group in Newnan.

Through this grant, made possible by Coweta-Fayette EMC's Operation Round Up program, one CORRAL horse will receive a year's sponsorship, which includes feed, hay, stall bedding, medication and nutritional supplements, as well as farrier, dental and veterinary services. Funding was also allotted for additional hay requirements.

According to Marie Powell, who owns the CORRAL farm and facilities with her husband, Brown, assistance from the community is vital to the program's success – especially since the horses go through around 1,000 bales of hay each year. "We depend on donations, because we don't charge any of the riders," she says.

The CORRAL equine-assisted riding center, located in Roscoe's historic Sewell barn, has provided children and adults with disabilities the chance to connect with horses for over 25 years. The program has proven to be an effective therapy for those with mental, physical and emotional disabilities, Powell says.

By focusing on each rider's ability rather than his or her disability, instructors see students with improved balance, coordination, muscle strength, rhythm, speech, social skills and self-confidence. Combine all of these benefits with the special horse/rider relationship,

and participants have an exceptional opportunity to grow overall.

"We see a huge benefit with this program; everything is body language," Powell says. "These kids are just like other kids. They're multi-faceted. And each horse has its own 'horse-onality,' too, but they are settled, with gentle temperaments."

And not only do students get to ride horses or drive behind them in specially-made carts, but they also get to fish, venture along walking trails, play in a wheelchair-accessible tree house, roast marshmallows and simply soak up rural, nature-centered life in general – a rare treat for those participants who are severely disabled and seldom get to spend time outdoors.

CORRAL provides services to approximately 200 participants annually, many as a part of the Coweta County School System's special education classes and some on an individually-qualifying basis from Coweta and surrounding counties. The four program instructors keep daily progress evaluations on each rider, as well as a summary of each ride with corresponding notes.

Each year, Operation Round-Up contributes more than \$250,000 to worthy groups in the EMC service area. These awards are made possible by voluntary contributions from co-op 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 managed through a separate board of directors, the Coweta-Fayette EMC Trust.





# Pay YOUR Way!

Member satisfaction is a top priority at Coweta-Fayette EMC, therefore we are continually seeking innovative ways to make your life easier and improve the overall customer experience. By offering a variety of convenient payment methods for our members – including the latest in online billing services – it's our way of saying, "Pay YOUR way at Coweta-Fayette EMC!"

## Automatic Bank Draft

Tired of trying to remember if you paid your bill? We offer a hassle-free alternative that drafts your bank account on the due date AND sends a monthly energy usage statement.

## Automatic Credit Card Draft

Coweta-Fayette EMC automatically drafts your credit card on the bill's due date and then sends a statement showing energy use 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 by using e-check.

## In Person

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

## Offices:

**Headquarters**  
807 Collinsworth Road, Palmetto, GA 30268  
Phone: (770)502-0226

**Newnan Office**  
14 Hospital Road, Newnan, GA 30263  
Phone: (770)502-0226

**Fayette District Office**  
103 Sumner Rd., Fayetteville, GA 30214  
Phone: (770)502-0226

## Participating Banks:

Bank of Coweta in Newnan and Senoia  
Regions Bank in Newnan

## Levelized Billing

Don't wonder what your next electric payment will be – let Coweta-Fayette EMC help you budget! We can average bills from the past 12 months to invoice you in equal installments over the current year. Your highest bills are brought down, and lower bills go up a bit.

## 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 sign-up and much, 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. Call a customer service representative today to apply for your Personal Identification Number (PIN) for access to your account online at [www.utility.org](http://www.utility.org).

## 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.

## Senior Citizen Discount

Those over 65 with an annual household income of \$15,000 or less are eligible for a \$3.50 monthly bill waiver.

## 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.

## Seal Manufactured Home Air Leaks to Slash Electric Bills

If energy bills for your manufactured home seem too high, the likely culprits are air leaks. Here are a few tips from your EMC to help stop leaks from your residence AND your wallet.

Older manufactured homes, especially those built before 1994, may be plagued by leaking ducts and inadequate insulation. Leaky ductwork can reduce the efficiency of your heating and cooling system by as much as 20 percent. A good time to check for leaks is on a windy day, when you'll be able to find drafty spots.

Experts recommend going after big leaks first. That means plugging all holes around chimneys, vents, water pipes and heating system ductwork. Seal any duct leaks with mastic. Avoid the use of duct tape, which may dry out and disintegrate. Adding insulation to floor, walls and ceiling cavities can improve efficiency, but may be a job for a professional contractor.

Once you've sealed major leaks, look for smaller ones around windows, doors, electrical outlets and light switches. Seal these gaps by using caulk on non-moving parts, and be sure to replace any worn weather stripping.

Caulk or expanding spray foam is perfect in spots where plumbing, wiring, vents and ducting penetrate through walls. Installing foam outlet gaskets behind electrical outlets and light switches – especially on outside walls – may save energy, too.

To be safe, ensure combustion appliances like furnaces, stoves and water heaters are properly vented.

For other tips on how to save energy – and money! – visit [www.energysavers.gov](http://www.energysavers.gov) and [www.TogetherWeSave.com](http://www.TogetherWeSave.com) or call 770-502-0226 to speak to the EMC's efficiency experts.



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**POWER**lines

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**Coweta-Fayette**

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**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.**

## 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.



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