



Always Connected, Always On – That’s Our Job

I have always appreciated the song “That’s My Job” by the late Conway Twitty. In one verse, he says, “Everything I do is because of you.” This particular sentiment also reflects the intention of every Coweta-Fayette EMC employee. You can always depend on us to ensure you have the energy needed to maintain a high quality of life for you and your family. We want to be “Always Connected,” to provide excellent service and reliability at a reasonable cost; but more importantly, we hope to give you the peace of mind that comes from knowing we will be here for you day and night, during severe weather and blue skies.



We also think it’s important to be “Always On” with regard to Member communications. To keep you informed, we make every effort to convey clearly what we’re doing now and what’s planned for the future. For instance, we embrace new technology anytime it allows us to serve you more efficiently. We also continually seek to follow best practices and benchmark ourselves against the nation’s top utilities.

Part of being “Always On” means we represent our co-op positively when we’re off the clock, too. One of our seven cooperative principles is “Concern for Community.” Our employees are involved in numerous local activities like youth sports, Boy/Girl Scouts, countless not-for-profit events (the American Cancer Society’s Relay For Life event, for example) and many, many more. YOUR community is OUR community, and the schools your kids go to are the same schools our kids go to. We want this place we call home to be the best place in America to raise a family.

Our significant efforts to support local economic development authorities, chambers of commerce and government officials is a team effort to create opportunities for our children so they can find jobs here in the future. We believe our service area is “Prosperity’s Front Door,” as the Newnan Coweta Chamber says, and we want new businesses to consider locating here.

Our Staff and Board of Directors recently completed a new Strategic Plan for the next five years. Each and every initiative and goal is focused on one thing: YOU. One of the first elements of our new plan involves having a third party annually survey our cooperative members, along with numerous other co-ops’ members across the U.S., and gather comparable feedback to assist us in meeting or exceeding our Members’ expectations. The survey will be conducted in the last quarter of 2014, and we believe the results will be invaluable.

As part of the strategic planning process, we decided to update our Mission and Vision Statements to the following:

Mission Statement – To enhance the quality of life in our community by safely providing dependable, reasonably priced electricity and exceptional customer service for our member-owners.

Vision Statement – Coweta-Fayette EMC will be the industry leader for energy and related services and will be the voice of our members on energy.

All employees, no matter their position, will be reflecting upon our Mission and Vision Statements in all they do to ensure we are focused and on target.

Some of the key elements of the five-year cooperative goals we will be focusing on are: Member Satisfaction, Costs, Marketing, Public Relations, Economic Development, System Reliability and Employee Value, just to name a few.

As your President/CEO, I can promise you even greater satisfaction and value as we strive to make your cooperative the best in class anywhere. After all, like Conway says, “That’s my job!”

For the Team,

Anthony H. Sinclair “Tony”
Anthony H. Sinclair “Tony”



Your Operation Round Up Dollars at Work in the Communities We Serve

Want to know how your pennies, nickels and dimes are used to change lives? If you are one of our thousands of Operation Round Up participants—or you're just curious about the program, which offers EMC members the chance to "round up" bills to the next highest dollar—read on to see how this initiative is helping groups in need across our service territory...

Special OPS is a Fayette organization serving people with developmental disabilities and their families. They were able to help more than 900 people last year, primarily Coweta/Fayette residents.

Four years ago, a Summer Socialization and Behavior Management Program was established for individuals with autism, Asperger's syndrome and other developmental disabilities. The outcome has been so successful that families and teachers report students are returning to school having maintained or advanced their academic progress and improved their ability to socialize with peers.

Through Operation Round Up, 60 children attended this year's six-week summer program. Students worked on appropriate social skill behaviors and team building at the middle school level and the formation of soft-work skills at the high school/young-adult level. Middle school students also worked with local artists, physical education experts and teachers.



L-r: Participants Allison Romano, Miranda Mascara and Chelsey Johnson (with Director Janet Smola) give a panel discussion on following schedules, showing up on time and making new friends.

Project Life Saver is designed to find a person with Alzheimer's who has wandered away. It is a tracking system that uses a radio signal from a transmitter placed on the client's wrist to produce a signal every second. The receiver that gets the signal has a one-mile radius from the ground and a five-mile radius from the air. The average time taken to find a missing person is about 30 minutes from the time law enforcement reaches the scene.

Since the Coweta County Sheriff's Dept. started this program, they have helped protect 22 people from becoming lost. They don't maintain a budget for this equipment, so as more is needed, requests for funding

are made to the community. Operation Round Up was happy to help with the purchase of a new receiver.

Over 5,000,000 people in the U.S. have Alzheimer's and related disorders. This number is expected to triple by 2050.



*Coweta County Sheriff's Office
Cpl. Jamie Hixson
displays a Project
Life Saver tracking
system receiver used
to help Alzheimer's
patients.*

The Community Emergency Response Team (CERT) is a Federal Emergency Management Agency (FEMA) program designed to prepare individuals to help themselves, their families, their neighbors and their workplace in the event of a disaster. CERT volunteers learn to respond to a variety of hazards and are trained in lifesaving skills needed during catastrophic events.

Peachtree City organized the CERT program in 2005 with a grant from the Citizens Corps. Their program had a critical need for expansion to better respond to all communities they serve. Since more equipment was needed, Operation Round Up was able to supply funding for three additional chain saws for their trailer.

While the CERT program is coordinated through the Peachtree City Police Dept., the program has mutual-aid agreements with surrounding counties/ the Southeast. They are formally part of Region 7 of the Georgia Emergency Management Agency, and the majority of their trained volunteers reside in Fayette/ Coweta.



L-r: Peachtree City Police Dept. Cpl. Brian Jantosciak; Glenn Valencia, EMC Trust Board; Peachtree City Police Dept. Capt. Stan Pye; and Marsha McDaniel, Coweta-Fayette EMC.

EMC Employees: Making a Difference, Lighting the Way

As a cooperative, Coweta-Fayette EMC is driven by service, not profit. And nowhere is this unique foundation more apparent than in our co-op principle "Concern for Community."

This guiding value sets us apart and offers many ways for employees to be shining examples in their communities. Below, we've highlighted just a few of the many EMC family members who have translated this purpose into their lives to help those around them – through work and beyond. With 200 dedicated and generous people, the activities are too numerous to name, and most don't want the recognition (we have to hunt them down!). But humility mixed with kindness and involvement? That's a great problem to have: after all, it's a matter of principle.

Dustin Arrington, Construction

Two years ago, Dustin felt a calling to help kids in single-parent households learn to fish . . . and All God's Children Fishing Ministry was born. The children, ages 6-14, typically don't spend time outdoors and may not have a father-figure present. To date, he's not only taught 35 kids – most from a Carrollton apartment ministry – the how-to's and ethics of fishing, but he's also presented the gospel over lunch in a natural setting they don't often get to experience.



All God's Children Fishing Ministry outing

Dustin's non-profit labor of love is funded by donations and money from his own pocket. "I feel like God blessed me with the talent to be a bass angler, and I know what kind of impact it had on my life," he said. "I'd like to pay my talent forward and make a difference in another child's life."

Dustin also plans to start an annual fishing tournament benefiting wounded soldiers or those undergoing cancer treatments.

Stefanie Fisher, Customer Service

Stefanie bravely and beautifully represented Coweta-Fayette EMC in the Coweta's Dancing Stars fundraiser in April, which raised \$81,000 for Community Welcome House, an organization in

Newnan helping those who have suffered from domestic violence. In May, she planned and executed our 2nd annual Power Play 5K with Newnan Utilities that raised over \$2,000 for Relay For Life,



Stefanie (center) and the EMC dragon boat team

and in September, she captained our first-ever Peachtree City Dragon Boat team to a division win in races benefitting the Breast Cancer Survivors Network.

Gail Gulley, Billing

Gail began volunteering for the Newnan Coweta Humane Society (NCHS) about 10 years ago by fostering cats and kittens. Since then, she's been on the board of directors in several different positions for both the NCHS and its offshoot, the H.E.L.P. Clinic, which she helped get up and running. She's been instrumental in many fundraising initiatives, including yards sales and Fur Balls. Through the H.E.L.P. Clinic, she assists low-income pet owners with animal over-population and also maintains a food bank to help those in need feed their animals. "I hope to be able to volunteer more after retirement," she said. "Both the NCHS and H.E.L.P. Clinic are vital to the community."

Jeff Opsahl, Computer Services

Sometimes, helping the community starts with inspiration from home. This year, Jeff began coaching his daughter, Grace, and her U10 soccer team. "This is her third year playing, so I decided to help another



Jeff coaching daughter Grace (foreground) from the sidelines

dad coach the team this year," he said. "I do it because I enjoy playing soccer and have fun helping the girls learn how to play. It is amazing to see them develop as players and kids."

Jennifer Jones, Computer Services

Jennifer divides her time between serving as Secretary for the One Roof Ecumenical Alliance Outreach Board of Directors and captaining our EMC Relay For Life team. At One Roof – a Newnan alliance of churches, organizations and businesses – Jennifer helps those in emergency financial situations get a chance at a new life. Under her leadership, Coweta-Fayette EMC once again ranked as top fundraiser overall by donating \$23,000 to Relay For Life, and in June, we received a "Society Award" for our contributions to the cause. "I just feel like we all have a responsibility to give back to the community," she said. "And I plan to do it for the rest of my life."

Dawn Williams, Customer Service



Dawn (center, in red) during a Girl Scout project for the Atlanta Day Shelter for Women and Children

This is Dawn's 6th year being a co-leader for the Girl Scouts of Greater Atlanta Troop 3502 out of World Changers Church International in College Park. "I do it because a community servant is what I am," she said. "It's in my DNA. I am a part of a community-serving legacy. I come from a long line of social workers, teachers, nurses, etc. and was raised with the mindset that those who are not a part of the solution are a part of the problem. It's my responsibility to do what I can for my community."

Breast Cancer Awareness

Instead of the typical colors, Coweta-Fayette EMC linemen and outside employees wore pink hard hats in October to support Breast Cancer Awareness Month and encourage early detection. Breast cancer is a cause that is near and dear to our hearts, and a portion of the funds used to purchase the hats directly support the American Cancer Society. We think they look great, and we hope to make it a yearly tradition!



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How renters can fight the winter chill

According to the U.S. Census Bureau, 33 percent of Americans lease their homes. Unfortunately, many lease agreements forbid major alterations to rental properties. But don't worry, renters! Consider using these low-cost, energy-efficient tips to improve the efficiency of your home this winter.

Hot savings

Heating the home typically makes up about 48 percent of your utility bill. Set your thermostat as low as is comfortable in the winter – *energy.gov* recommends 68 degrees Fahrenheit to boost energy efficiency.

During the winter months, take advantage of heat from sunlight. Open draperies and shades during the day to allow natural light to heat your home. Remember to close them in the evenings as the temperature drops and windowpanes become chilly.

Does your home have window air conditioning units? This winter, remember to insulate the units from the outside with a tight-fitting cover, available at your local home improvement center or hardware store. This keeps heated air from escaping outside. If desired, you can remove the window unit during winter months to prevent energy loss.

Another way to save on heating is to make sure your water heater is set at the lowest comfortable setting. Have you experienced scalding hot water when taking a shower? If so, it's likely that your water heater is set too high – which is a waste of energy.



Older models of water tanks are often not insulated, which can be easily remedied by covering them with an insulating jacket.

Bright ideas

Lighting is one of the easiest places to start saving energy, and savings are not strictly limited to

winter months. Try replacing a few of your most frequently used light bulbs with ENERGY STAR-qualified lights, and save more than \$65 a year in energy costs. ENERGY STAR-qualified compact fluorescent light bulbs (CFLs) use 75 percent less energy and last several times longer than incandescent light bulbs, saving money on energy

bills and replacement costs. Practicing energy-efficient habits is another great way to reduce energy use. Always turn off your lights when leaving a room.

Other ways to save

Leasing an older home or apartment? Odds are you have single-pane windows and old or missing caulk. Don't let the winter chill seep indoors! Apply caulk around window frames, sashes and door panels to combat air leaks. Also, be mindful when using electronics at home. Unplug devices when not in use, and use smart power strips to save on energy use. To learn more ways to be energy efficient around the house, visit our website at *utility.org*.

Source: Abby Berry writes on consumer and cooperative affairs for the National Rural Electric Cooperative Association.