

LOCAL SCHOOLS RECOGNIZED

Students, coaches and fans are shining examples of sportsmanship

WHAT ARE YOU DOING THIS SUMMER?



MAKE PLANS FOR WASHINGTON YOUTH TOUR.

Let CFEMC send you on an **all-expenses-paid trip to Washington, D.C.**

**MAKE NEW FRIENDS.
EXPLORE MUSEUMS AND MONUMENTS.
MEET YOUR LEGISLATORS. HAVE FUN.**

TOUR DATE: JUNE 13-20, 2019

Visit utility.org > Schools > Washington Youth Tour to apply.

OR

Get an application from your guidance counselor, a CFEMC location or info booth at your school.

APPLY BY FEBRUARY 8, 2019

YOU MUST BE A HIGH SCHOOL JUNIOR TO APPLY.

Football season may be winding up, but that doesn't stop local student athletes. Whether it's basketball, baseball, volleyball, or track and field, sportsmanship is a year round commitment no matter which season is in.

Coweta Fayette EMC, in conjunction with the Georgia High School Association, is pleased to honor three local schools whose student body and fans behavior, both on and off the field, is to be commended.

"We've been a proud supporter of this program since 2006," Chelie Phillips, vice president of communications and public relations, said. "Our students and spectators exhibit exemplary sportsmanship during all competitive events. These student athletes and coaches show respect, fairness, honesty and responsibility not only when they are on the field, but in everyday life as well."

This year, we're pleased to announce **Whitewater High School, East Coweta High School and Our Lady of Mercy** are winners of the Georgia High School Association Cooperative Spirit Sportsmanship Award.

Only one school in each division within each region is chosen to receive this annual award. The GHSA takes into consideration all aspects of sportsmanship during events --student athletes on the field, fellow stu-



Katie Norris, Communications Coordinator for CFEMC, presents trophies at (TOP) Our Lady of Mercy and (BOTTOM) East Coweta High School.

dents, school staff, parents and spectators. The award is a tribute to the whole community.

"Community matters here at EMC," Phillips said. "That's why this award is so special. It's about everyone playing their part. We know these students will be the future of our community. The skills they learn, on and off the field, like honesty and integrity, will be ones they carry with them into adulthood."



Holiday Safety Crossword Puzzle

This holiday season, remember to keep safety in mind! Complete the crossword puzzle below.
Tip: Use the word bank if you need help.

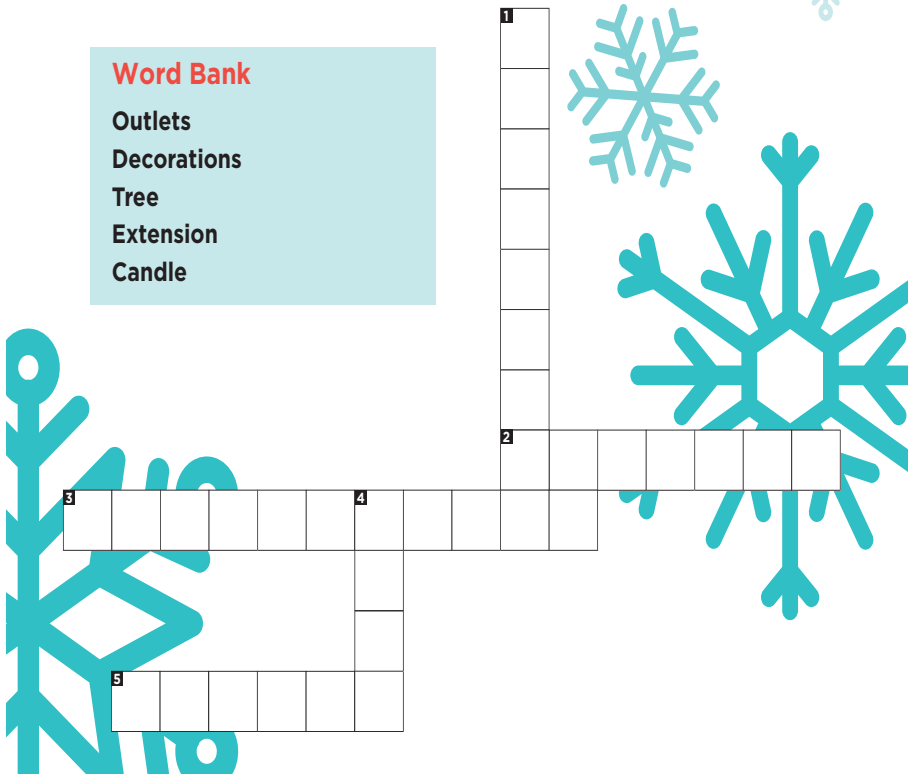


Clues

- 1 Down:** _____ cords used for holiday decorations should be checked for damage or exposed wires.
- 2 Across:** Do not overload electrical _____ with too many decorations or appliances.
- 3 Across:** Turn off all electrical _____ before leaving home or going to sleep.
- 4 Down:** Make sure your Christmas _____ is watered daily.
- 5 Across:** Never leave a _____ burning if you're not in the room.

Word Bank

- Outlets
- Decorations
- Tree
- Extension
- Candle



Our offices will be closed December 25th and 26th for the Christmas holidays. From our EMC family to yours, we wish you a Merry Christmas and a Happy New Year!

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The President's Message

*Chris Stephens
 CEO*

I hope you had a great Thanksgiving! As we're in the holiday season and approaching years end, I like to reflect on the many things we accomplished over the past year, as well as the lessons learned. I think about how we can build on the accomplishments and make improvements in other areas.

We use many ways to gather data and your input to assist us in measuring our successes and failures. We can compare our rates to others via the Georgia Public Service Commission's website, monitor our outage times per consumer through our Outage Management System, and compare our operational cost to other cooperatives across the state and country through data compiled by Cooperative Finance Corporation —just to name a few. But, one of the best methods of getting feedback is directly from you. Whether it's through social media, contacting one of our customer service representatives or through surveys, we value your input.

This past year, we participated in the National Cooperative Difference Survey which gave us an overall member satisfaction index known as the American Customer Satisfaction Index (ACSI). Our ACSI score was 84 out of 100. The national average of all electric cooperatives who participated in the survey was 81. Investor-owned electric utilities scored an average of 75 nationally. Overall, we are above average —but there is always room for improvement.

One key results from the survey shows 66% of our consumers recognize themselves as customers, not members. Being a member has great benefits. As a member of a cooperative, you own a part of the organization. A members' excess margins are allocated as patronage capital which is retired back to the member when the cooperative is financially strong. Your cooperative returned nearly \$3.4 million this year. Another advantage of being a member is you elect those who represent you. You exercise this democratic process each year at the Annual Meeting held each October by electing your Board of Directors.

Survey participants also inquired about cost, reliability, innovation and community engagement. These are great topics, and I will devote my column to them over the next few months.

What I can tell you is I am proud to work with a group who make it their mission every day to meeting your needs and exceed your expectations. We do want to hear from you. Whether it is through surveys, social media or our customer service department, let us know how we can better serve you. I hope you have a wonderful holiday season and a Merry Christmas!