



Coweta-Fayette



# powerlines

## MEMBERS CAN NOW RECEIVE INFORMATION VIA TEXT

As technology continues to evolve, so do the options of how we can best communicate with you. When you experience an outage, you may want to speak to us directly, or you may just want to know that we're aware of the outage.

If you're one of the many who prefer to communicate via technology, CFEMC is pleased to offer text notifications. With this service, we'll contact you via text to let you know your property is without power and, once restored, to confirm that your power is back on.

### How Does it Work?

When an outage occurs, our outage management system looks at all of the meters affected. Our system then looks at those members who are "opted in" to receive text notifications from us. Next, members choosing this option will receive the following text messages if you haven't called CFEMC to report your outage:

*"Our system shows an electric outage at [service address]. If this location has power, please call 770-502-0226."*

Once the outage is restored, everyone affected by the outage who has opted in to receive notifications – whether they phoned in their outage or received a text message stating they are out of power – will receive the following message about the outage:

*"Our system shows power is restored at [service address]. If not, please call 770-502-0226 to report your outage."*

### How Can You Sign Up?

Signing up for our consumer notification service is easy. Simply follow these steps:

- Visit <https://utility.org/text-an-outage/>
- Accept the End-User License Agreement (EULA) and enable cookies to continue
- The Find Account page will display
- Enter your account and cell phone number that is linked to your account (**If your cell phone number is not connected to your account, please contact us at 770-502-0226 to add it**)

- Click "Go"
- A verification code will be sent to your cell phone. Enter the code and click "Verify" (note: the code is not case sensitive.)
- You will now have access to the Account Summary screen
- To manage your account, click the blue pencil next to the account number. This will allow you to do the following:
- Enable/disable texting and emails on this page
- Add phone numbers and email addresses to which you'd like to receive notifications
- Add/edit service nickname (You can only use nickname once. Example: "House" can only be used on one account.)
- To view accounts tied to a specific phone number, click on the phone number
- Manage Phone Numbers allows you to enable/disable which accounts are tied to that phone number for notifications
- To view accounts tied to a specific email, click the email
- Manage Email Address allows you to enable/disable which accounts are tied to that email for notifications
- At any time, you can return to the Account Summary page by clicking "Accounts" on the main menu bar at the top. (Note: this option will only show if you have multiple accounts.)
- Once you are finished managing your account, log out.

**You will also find a video on the sign-up page that will guide you through the sign-up process as well.**

770-502-0226  
WWW.UTILITY.ORG



Coweta-Fayette EMC is an equal opportunity provider and employer /M/F/Y/D

**A LOOK INSIDE THIS ISSUE:**  
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# 5 WAYS COWETA-FAYETTE EMC WORKS FOR YOU

**1 WE EXIST TO SERVE YOU.**  
As a cooperative, we are **not for profit**. We exist to bring our members **affordable, reliable and safe electricity**.



**2 WE INVEST IN OUR LOCAL COMMUNITY.**  
We support **local economic development** and work to bring more **jobs** to the area. We also fund local charities and non-profits with **Operation Round-Up**.



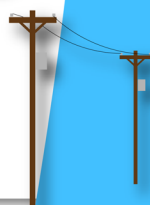
**3 WE MAKE YOUR LIFE EASIER.**  
We work to make your member experience convenient. Save on **gas** and **home security** with our subsidiaries, True Natural Gas and Relyco. Download our free **Coweta-Fayette EMC app**. Sign up for **paperless billing** and **auto-pay**.

PAY MY BILL

**4 WE LOOK TO THE FUTURE.**  
We support **electric vehicle** adoption with our Drive Free for a Year Program. We make access to **green power** easy with SmartChoice Solar. We're also passionate about **cybersecurity**.



**5 WE VALUE RELIABILITY.**  
We **maintain 1,800 miles of primary overhead line** by mowing and trimming our rights-of-way. Our engineers constantly implement **new technology** to make our system more reliable.



## The President's Message

Chris Stephens  
CEO

At Coweta Fayette EMC, we are constantly striving to improve our operational efficiency so we can provide the most reliable electric service possible for our members.

We rely on data for nearly every aspect of our operations, which is why we need your help. By making sure we have your most accurate and complete contact information, we can continue to provide the high level of service that you expect and deserve. Accurate information enables us to improve customer service and enhance communications for reporting and repairing outages.

Up-to-date contact information can potentially speed up the power restoration process during an outage. For example, the phone number you provide is linked to your service address to our outage management system. This means when you call to report an outage, our system recognizes your phone number and matches it with your account location. Accurate information helps our outage management system predict the location and possible cause of an outage, making it easier for our crews to correct the problem.

While we always do our best to maintain service, we occasionally plan outages to update, repair or replace equipment. In these instances, we can provide advance notification to affected members if we have your updated contact information and communication preferences.

Keeping the co-op updated with your information also helps us when there's a question about energy use or billing. If you have opted in to receive our monthly e-newsletter, you will receive information on the latest EMC programs, activities and news.

Many of you have been members of the co-op for years, and it's likely that your account information hasn't been updated for some time. I urge you to contact one of our customer service agents and verify the information we have on file for you. We recognize that many members now use a cell phone as their primary phone service, and we might not have that number in our system.

I want to emphasize that in providing your contact information to the co-op, we will never share this information with any third parties. It is only used by CFEMC to send important information to you.

Please take a moment to confirm or update your contact information and I hope you'll take advantage of the new outage texting service now available to our members too. Having your updated information helps us improve service and efficiency so we can better serve you and all members of the co-op.

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