



Coweta-Fayette



# powerlines

## COWETA-FAYETTE EMC LAUNCHES UPDATED PORTAL AND OUTAGE MAP FOR MEMBERS

Coweta-Fayette EMC will launch an updated member portal and outage map for our members this month.

"We know more and more of our members want easy access to their account information 24/7, and when you have a problem, you want to be able to let us know quickly," CEO Chris Stephens said. "Our teams have been working to make our member portal and outage reporting system easier to navigate and easier to understand."

Thank you for taking the time to fill out our surveys to let us know your ideas and thoughts. We listened! Convenience and accuracy of information is important to you. We've also seen an increase in the number of members taking advantage

**Report Outage**

**CFEMC Web Trouble Report**

Identify Outage Location  
Choose from one of the options below

- Account
- Phone
- Name / House #
- Meter

**Outage Map**

Map Satellite Street Address

Report Outage Facebook Twitter Mobile App Close Menu

Customer Outages

Served: 84,961 Affected: 491 (147%)

County

**COWETA**  
Served: 40,291 Affected: 272 (67%)

**HEARD**  
Served: 767 Affected: 72 (9.38%)

**MERIWETHER**  
Served: 213 Affected: 36 (16.88%)

**FAYETTE**  
Served: 37,968 Affected: 15 (0.03%)

**FULTON**  
Served: 4,171 Affected: 6 (1.44%)

**CLAYTON**  
Served: 1,393 Affected: 0 (0%)

**SPALDING**  
Served: 16 Affected: 0 (0%)

**TROUP**  
Served: 36 Affected: 0 (0%)

Searches

Map Tools

Power Restoration Process

SENA Last Update Nov 15, 2021 04:53 PM CLOSE MENU

of our online services.

Beginning December 7th, members will see a brand new look when they open their CFEMC app

or visit the online portal.

"The new member portal has a modern look making it easier to navigate," said System Administrator for CFEMC Jeff Opsahl. "A new Quick Pay feature will also allow members to make a payment without logging in. The new smart app also has a modern look and now utilizes the full screen of the phone."

Inside, you'll not only be able to pay your bill, but you will have access to the new outage map.

The new map contains an easier to read map and legend. You can quickly see how many members are impacted during an outage and the area it covers. You can also get an overall picture of the scope of the outage by seeing how many counties and the number of members in each are effected.

The quick links across the top allow you to easily report your outage.

"It's important members have their account information up to date on our system," Opsahl said. "If you're unsure if we have your current phone number, please call one of our customer service representatives and make sure this is up to date if you want to use

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EMC True RELYCO  
Coweta Fayette Natural Gas Security Resources

MY ACCOUNT • BILLING & PAYMENTS • SERVICES • MORE •

Sign In

Now you can make payment without logging in our portal. Use *Quick Pay*.  
Check out our new feature quick pay.

Quick Pay

**PAY NOW**  
Click here to login to our customer service portal to make payments.

**START SERVICE**  
Need to Start/Stop service, please click here for further information.

**ARRANGEMENTS**  
Create Arrangement by logging in to our portal. Never miss a payment.

**OUTAGE**  
Click here to report any outages you experience in your area.

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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that information as a an account identifier. We know people change numbers and don't always remember to update their information with us."

The map will be accessible through the app and from our website as well.

"The new outage map is a result of a new Outage Management System, or OMS, that CFEMC has implemented," Supervisor of GIS Jessica Williams said. "The new system is better equipped to handle larger outages if they occur. Members will more clearly see the areas impacted in an outage and will more easily be able to enter outages through the app or our website without needing to log in or have your account number handy."

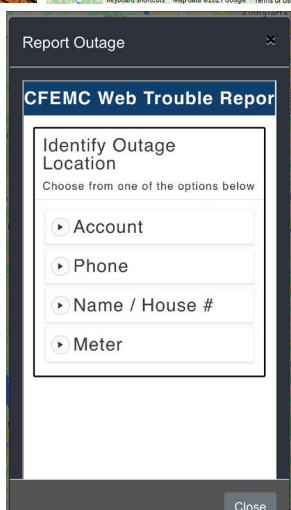
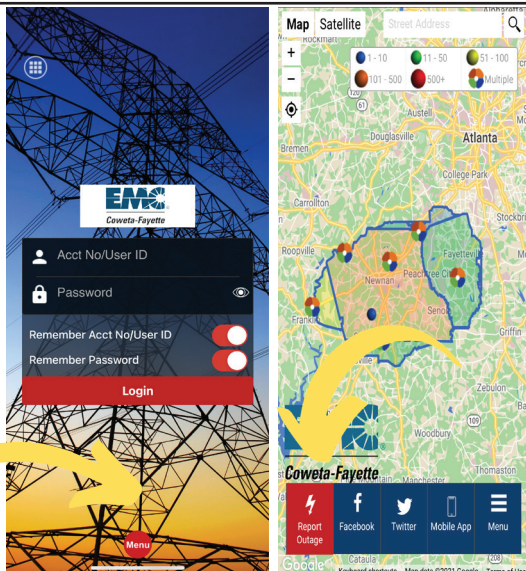
Your app should automatically update for you. If it doesn't, you can go into your phone or tablet and access our app through whatever platform you purchase your app and force the update. Our app is still free.

Inside the app, you'll notice a new cover screen. There's a library of images inside so you can pick the one you like best.

On the bottom of the home screen, you'll see a red menu button which takes you to all of the items you are used to seeing inside our app. You can still pay your bill and access account information like always.

The app also features our new outage map. Once inside you can see where any active outages are located, and you can report an outage from that screen, as well. When you tap the red outage icon, a screen will pop up asking you to choose a way we can identify your account. You can use account number, phone number, address, or meter number. If you choose to use phone number, remember you need to make sure that's the number we have on file for you here at the office.

"We're excited to offer you these new updates to our member portal and app. Our goal is to save you time and provide you with the most up to date information possible," Stephens said.



## The President's Message

Chris Stephens  
CEO

I love everything about the holidays and this time of year. Just the thought of the holiday season brings a smile to my face and evokes a sense of comfort and nostalgia. Recalling family gatherings and traditions warms my heart and fills my senses.

It's a time of reflection. I'm grateful for my own family as well as my co-op family. At Coweta-Fayette EMC, we're driven by a sense of mission and purpose. Our team feels a strong connection to our community and our members because we live here, too.

While many of our programs are community-focused, our employees ramp it up this time of year by hosting several internal fundraisers (hot dog and chili lunches to name a few) which are hosted by our Benevolent Committee. Money raised will be donated to local charities. We have several programs and services in place to help our members year-round. I'd like to remind you about some of these offerings in hopes you'll find them beneficial.

Our Operation Round-Up program helps the most vulnerable members of our community by assisting local agencies that meet their needs. By simply choosing to opt in, you can "round up" your energy bills to the next whole dollar amount, and help others right here in our community. Thank you to the over 32,000 members who currently participate in this great program. Through members' generous donations, Operation Round-Up awarded 24 scholarships to local students in the amount of \$64,000 and gave out \$30,000 to local teachers through the Bright Ideas Teacher grants program this year. If you'd like to participate in our Operation Round-Up program, please visit <https://utility.org/operation-round-up-trust/> to sign up or learn more about the program.

I hope you'll take advantage of our newly updated app and member portal. Both help you monitor, manage and pay your energy bill conveniently throughout the year. We also offer prepaid metering, which is intended to help you budget your monthly energy costs. Members can pay for the electricity before it's used and then use the electricity until the credit expires. If you sign up, you can regularly check your balance so you never have to fear running out. We also offer a number of energy efficiency programs designed to help you save money and energy.

In addition to helping members save today, we're focusing on the future. In our area, we're seeing increased interest in renewable energy sources. You can now choose to be part of our Smart Choice Solar program even if you can't or don't want to install solar panels on your home.

But the most important investment we make is in our local youth. Each year, through our Youth Tour program, we send two high school juniors to Washington, D.C., for a week-long immersion to experience democracy in action. The application will go live in January, so watch our website and social media for details.

At the heart of all of these programs is you—the members we proudly serve. Looking back, I'm grateful for so many wonderful community partners and for the positive impact we can continue to make.

This holiday season I wish you and your loved ones peace, joy and prosperity. Speaking on behalf of our team at Coweta-Fayette EMC, I know the future will be bright, because of you.



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