



Coweta-Fayette



powerlines

COWETA-FAYETTE EMC EMPLOYEE JENNIFER MARTIN RECEIVES LIFE-SAVING AWARD

Coweta Fayette Electric Membership Corporation (CFEMC) System Operator Jennifer Martin received a life-saving award from Georgia EMC during the state association's annual meeting held in Savannah in November.

The award recognizes EMC employees whose courageous actions were instrumental in rescuing someone from grave and immediate danger.

Martin, a CFEMC employee of 25+ years, was honored for helping to reunite a missing person with their family, eliminating possible danger and ultimately saving their life in the process.

During the Spring of 2021, Martin noticed a disoriented man standing in the woods behind the EMC office in Fayetteville, GA., so she reported it to the on-site deputy sheriff.

"I was at work walking outside, just trying to enjoy the nature around me during my scheduled break, and I saw a man come out of the woods looking disoriented. I reported it immediately!" said Martin.

After she alerted law enforcement, they attempted to find the man and could not locate him.

"I went back inside the building and told the deputy sheriff about the situation, but the man had already left the area," she said.

Martin saw him two additional times after that and alerted the on-site deputy sheriff again, who was able to get him out of harm's way at that time.

"A couple of hours later, I saw him again in the road, where he could have clearly been struck by an oncoming vehicle, so I notified the deputy once again," she explained.

Upon approaching the man, law enforce-



ment learned he was an Alzheimer's patient from South Carolina.

"He had been admitted to the local hospital after being found once before, and he somehow managed to get out and wasn't sure where he was," said Martin.

After conversing with the missing man and transporting him back to the hospital, those involved were able to contact his daughter in South Carolina who was pleased to reunite with him.

When asked what was going through Martin's mind during the incident, she explained she was concerned and knew that something was off.

"Well, the man was not dressed for the weather and seemed disoriented," Martin recalled. "I knew after seeing him 3 times in one day that something wasn't right, and all of these possible scenarios were going through my mind as to what was going on with this gentleman."

Ultimately, she was glad that she trusted her instincts to say something.

"I was glad that I was the one to see him

and say something. It's a great reminder that we should always be aware of our surroundings," she said. "I am grateful that I was present during those moments and that we had an officer present who took the initiative to follow up on the report."

CFEMC CEO Chris Stephens said he was proud of Martin's awareness and her actions in helping save this gentleman's life.

"As an employee of an electric utility, it is part of our DNA that we are always conscious of our surroundings and looking out for each other's safety," said Stephens.

Martin was among 8 employees from 7 EMCs in Georgia who were recognized with a life-saving award in 2021.

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DON'T FORGET -- UPDATE YOUR CFEMC APP, NEW MEMBER PORTAL

CFEMC launched an updated member portal and outage map for our members last 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.

The new smart app has a modern look and now utilizes the full screen of the phone."

According to System Administrator Jeff Opsahl, members can use a new Quick Pay feature to make a payment without logging in. Inside the app members will 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 affected.

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

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

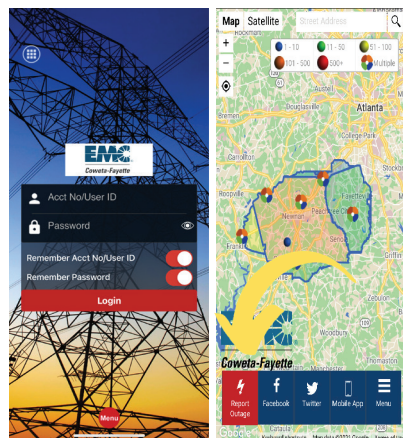
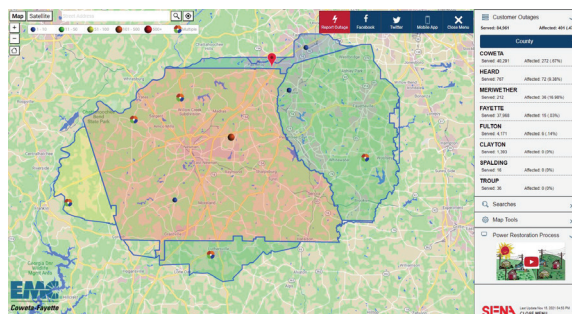
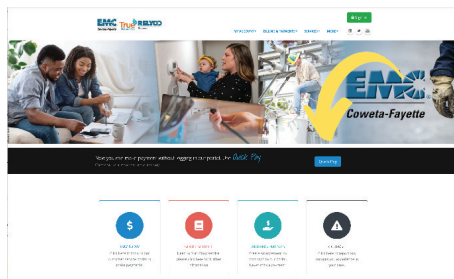
"The new outage map is a result of a new Outage Management System," Supervisor of GIS Jessica Williams said. "The new system is better equipped to handle larger outages if they occur. Members will more clearly see the areas impacted in an outage and will more easily be able to enter outages through the 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 that 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 an account number, phone number, address, or meter number. If you choose to use a phone number, remember you need to make sure that's the number we have on file for you here at the office.



The President's Message

Chris Stephens
CEO

It's a new year and we're more connected than ever. When we say that we live in a "connected" world, most of us think about technology, like our smartphones and other devices and gadgets. But when you're a member of an electric co-op (that's you!), there's so much more to being part of our connected co-op community.

As a member of CFEMC, you help to power good in our local community through initiatives like our Operation Round-Up program. By agreeing to round up your electric bill each month - which totals about \$6 per year - you provide scholarships, Bright Idea teacher grants, and help bolster the non-profits in our area that are doing such great work.

When we all work together, the community thrives because we're connected.

We greatly value our connection to you, our members, and we'd like to help you maximize the value you can get from CFEMC through a variety of programs, products and services that we offer our members. For example, we can help you save money on your energy bill through our free energy audits and rebates.

When you follow CFEMC on social media, you can stay up to date on power restoration efforts, tree trimming planning, annual meetings, renewable energy and more. You'll also see photos of our line crews in action and our employees helping with community service projects—and who doesn't enjoy seeing good things happening in our community!

When you sign up for text alerts/push notifications, you can receive notices on outage and restoration information.

By connecting with us, you can get real-time updates from your co-op. That's why we want to make sure we have your most current contact information on hand. For example, the new outage map and app use your phone number to identify your account when you use our updated outage map to report an issue at your home or business.

Updated contact information can even speed up the power restoration process during an outage. That's because when you call to report an outage, our automated system recognizes your phone number and matches it with your account location. Accurate information helps our outage management system predict the location and the possible cause of an outage, making it easier for CFEMC crews to correct the problem.

CFEMC relies on data for nearly every aspect of our operations, and up-to-date contact information from our members help ensure that we can provide the highest level of service that you expect and deserve.

We hope you will connect with us whenever and wherever you can—whether that means attending our annual meeting, providing feedback on a recent visit or call with our employees, or simply downloading our app.

Coweta-Fayette EMC exists to serve our members, and when we're better connected to you and our local community, we're better prepared to answer the call.

To update your contact information or to learn more about co-op products and services that can help you save, visit www.utility.org, call 770-502-0226, or stop by one of our offices.

We look forward to connecting with you!

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