

POWERLINES

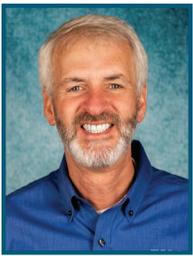
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Looking Ahead: Investing in Smarter Technology for a Stronger, More Affordable System



Chris Stephens
CEO

If you've ever upgraded your cell phone, you understand exactly why we're upgrading our electric meters.

Fifteen years ago, the technology we installed across our system was state-of-the-art. It served us well. But, just like the devices in our homes, technology evolves. And when it does, it opens the door to better performance, better information — and in our case — greater affordability for our members.

That is exactly what's happening across our electric system right now.

Why We're Replacing Meters

Many of the meters currently serving our members have been in place for more than 15 years. While they are still working, today's technology offers significant improvements that help us serve you better and operate more efficiently.

Our new meters provide more detailed, real-time information about what's happening on the system. That means:

- Faster identification of outages
- More precise restoration efforts
- Improved system reliability
- Better long-term engineering planning

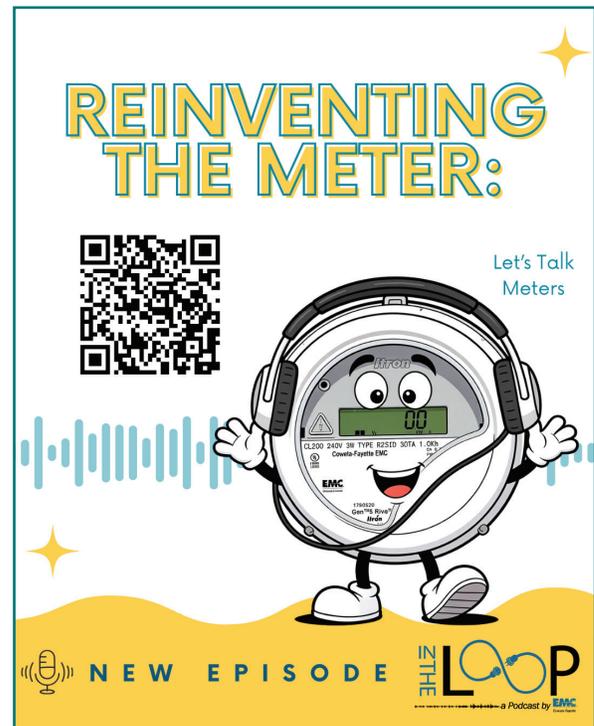
In short, they help us respond smarter and faster when you need us most.

How This Investment Helps Reduce Costs

At a time when affordability is on the mind of families and businesses alike, these upgrades also help us manage costs more effectively.

These meters reduce the need for certain truck rolls and service visits, lowering operations and maintenance expenses. When outages do occur, the detailed data allows us to pinpoint issues more quickly, reducing labor time and restoration costs.

For our engineering team, more precise system data supports smarter planning and infrastructure investments. That means we can target improvements where they're truly needed and reduce system losses over time.



All of this contributes to the same goal: operating as efficiently as possible so we can continue delivering reliable power at the lowest possible cost to our members.

How the New Meters Work

The new meters communicate through what's called a mesh network. Think of it as a team.

Each meter "finds a buddy" nearby, and as they connect together, they create a secure network that sends information back to us. Instead of relying on a single path for communication, the meters work together, passing information along until it reaches our system.

That teamwork strengthens reliability and gives us better insight into system performance across our entire service area.

More Information and More Control for You

Once the full system is implemented, members will have expanded access to their own energy usage information through our online portal.

Continued...

Continued from front

You'll be able to:

- See how and when you're using electricity
- Monitor patterns
- Make informed decisions about energy use in your home

Technology will continue to change. Our commitment to affordability, reliability, and service will not.

In the days leading up to the event, CFEMC crews and operations teams worked diligently to prepare for the possibility of ice accumulation and power interruptions. Trucks were equipped, materials were staged, and response plans were activated to ensure we could move quickly if members needed us. The perfect time to check in on your energy habits.

That kind of transparency can help you identify opportunities to manage your energy usage and potentially lower your own monthly bill.



Knowledge is power, and this will give you more control over your energy consumption.

An Added Benefit: Preventing Problems Before They Start

Because our crews must physically access each meter during installation, this project has created an additional benefit.

As we've worked across our system, we've been able to visually inspect meter boxes and connections. In several cases, we've identified aging meter bases, wiring concerns, and other issues that could have caused future problems for homeowners.

By catching these early, we've helped members address potential safety and reliability concerns before they became emergencies.

That's something we're especially proud of.

Progress So Far

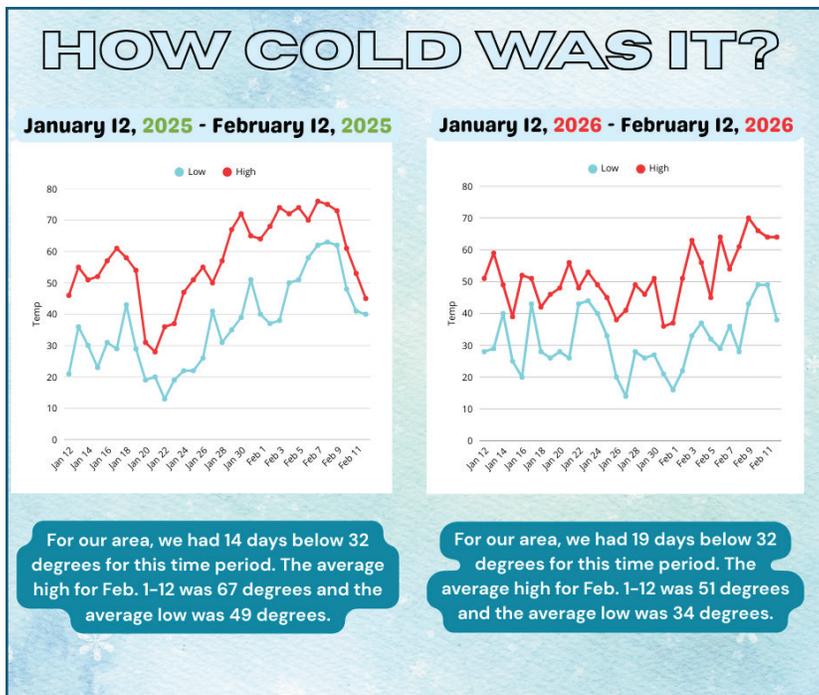
We're currently about one-third of the way through replacing approximately 90,000 meters across our service area. The project is expected to be completed by the end of this year.

You may see our crews or contractors working in your neighborhood as the project continues. We appreciate your cooperation and understanding as we complete this important upgrade.

Looking Toward the Future

As a cooperative, our responsibility is not only to keep the lights on today but to prepare for tomorrow.

Investing in smarter infrastructure strengthens reliability, improves response times, reduces operational costs, and positions us to better serve our members for years to come.



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