

Snapping Shoals EMC Illuminator

A Monthly Newsletter for Snapping Shoals EMC Members

July 2022

Co-op Survey Will Help Us Serve You Better

Snapping Shoals EMC, through our partnership with Touchstone Energy, will be conducting a member survey during the month of July.

The Cooperative Insights survey will target the opinions of our residential members through online surveys sent via email. A limited number of interviews may be conducted over the telephone. The survey should take no more than 12 minutes to complete. 4623388

Online surveys will be distributed by Bellomy Research using an email invitation. The email invitation will include a link to the survey and a unique ID code. Upon clicking the survey link, members will be asked to type in the unique ID number provided. Both the email invita-



Touchstone Energy[®]
Cooperatives

tion and the survey are branded with Snapping Shoals EMC's logo. The "from" email will be labeled "Cooperative Difference Survey" and can originate from two possible email addresses: cooperativesurvey@bellomyonline.com or cooperativesurvey@bellomymail.com.

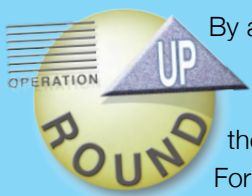
Phone surveys will be conducted with a sample of SSEMC members as well. Telephone surveys will be made primarily

during weeknights from 5 p.m. to 8:30 p.m. Weekend calling will be limited to Saturday only. No calls on Sundays or holidays are permitted in this study.

Bellomy Research will conduct all data collection. Bellomy Research is one of the top 50 market research firms in the USA. Headquartered in Winston-Salem, N.C., and has conducted over 100,000 surveys with electric cooperative members during the past decade.

The goal of the survey is to help us better understand how SSEMC members view their electric provider. Should you be selected, we hope you will take the time to answer the survey as your feedback is critical to helping us improve service to all members.

Members Help Community through Round Up Program



By allowing their power bills to be rounded up to the next dollar amount each month, participating Operation Round Up members are part of a program that has helped thousands of people in our local communities.

For example, Operation Round Up donated \$4,000 to Friends of Disabled Adults and Children in April. FODAC's Home Medical Equipment program provides mobility aids and other home medical equipment at little or no cost to children, adults and seniors. The program can have significant impacts on the lives of clients like Presleigh Stringer. Presleigh's family recently visited FODAC for a wheelchair. Presleigh's mother, Cassidy, said getting equipment approved through disability and Medicaid takes "forever," but FODAC was able to immediately get Presleigh the wheelchair she needed. "This will make Presleigh's life so much easier as she attends school, functions and most of all, this prevents her from getting hurt from falls. She's so happy and I am too. This is life-changing," Cassidy Stringer said. 4393015

APRIL 2022

Individual assistance total: \$14,130

Organizational Grant Recipients:

- Camp Dream (metro) - \$4,000
- Covington First UMC (Newton) - \$5,000
- Ferst Readers of Henry County (Henry) - \$3,600
- FODAC (metro) - \$4,000
- Newton Mentoring Program (Newton) - \$5,000
- Sojourner Truth Observational Study (metro) - \$5,000
- Variety the Children's Charity (metro) - \$3,000



Presleigh Stringer

FEBRUARY 2022

Individual assistance total: \$24,022.87

Organizational Grant Recipients:

- American Institute for Resource and Human Development, Inc – (Rockdale) - \$1,000
- Operation Appreciation – (metro) - \$7,000
- Royal Adult Day Services, Inc – (DeKalb) - \$4,500
- St. Simon's Episcopal Church – (Rockdale) - \$500
- The PTSD Foundation of America – (metro) - \$5,000

Don't Become a Victim

Be aware of tactics used by scammers

It's no secret that consumers with a water, gas or electricity connection have long been targets for utility scams, but fraudsters have changed their tactics during recent years. As consumers became more reliant on technology for work, school and commerce, scammers noted these shifts and adapted their tactics to this changed environment.

Imposter scams are the number one type of fraud reported to the Federal Trade Commission. While scam artists may come to your door posing as a utility worker who works for the "power company," in today's more connected world, attempts are more likely to come through an electronic device via email, phone or text. 2567634

Common Types of Scams

A scammer may claim you are overdue on your electric bill and threaten to disconnect your service if you don't pay immediately. Whether this is done in-person, by phone, text or email, the scammers want to scare you into immediate payment so you don't have time to think clearly.

If this happens over the phone, simply hang up. If the scam is by email or text, delete it before taking any action. If you're unsure, you can always contact us at 770-786-3484, or use mySSEM to check the status of your account. Remember, Snapping Shoals EMC will never attempt to demand immediate payment after just one notice. 1054196

Some scammers may falsely claim you have been overcharged on your bill and say they want to give a refund. It sounds easy. All you have to do is click or press a button to initiate the process. If you proceed, you will be

SCAM

prompted to provide banking or other personal information. Instead of money going into your bank account, the scammers can drain your account and use personal information such as a social security number for identity theft.

If this "refund" scam happens over the phone, just hang up and block the phone number to prevent future robocalls. If this scam attempt occurs via email (known as a "phishing" attempt) or by text ("smishing"), do not click any links. Instead, delete it, and if possible, block the sender. If you ever overpay on your energy bill, Snapping Shoals EMC will automatically apply the credit to your next billing cycle. When in doubt, always contact us.

Defend Yourself Against Scams

Be wary of call or texts from unknown numbers. Be suspicious of an unknown person claiming to be a utility worker who requests banking or other personal information.

Never let anyone into your home that you don't know unless you have a scheduled appointment or reported a problem. Snapping Shoals EMC employees wear uniforms with our logo and carry ID badges. When we perform work on your property, our employees are professionals and will always identify themselves.

We want to help protect our community against utility scams, and you can help create the first line of defense. Please report any potential scams to your local police and to us so we can spread the word to prevent others in the community from falling victim. 4619669



P.O. Box 509
Covington, GA 30015
www.ssemc.com

24-Hour Phone Number
770-786-3484

Report an outage:
Use the mySSEM app or call 678-814-4961

Pay your bill or check your account balance:
Call 1-888-999-1416 or use the mySSEM app

Report power theft:
Call our anonymous tip line at 678-729-8095

Call before you dig:
Call Utilities Protection Center of Georgia at 811 or visit www.georgia811.com

OFFICE LOCATIONS
14750 Brown Bridge Road
Covington, GA 30016

190 Fairview Road
Ellenwood, GA 30294

24-hour payment kiosks are located at each of our offices

OFFICE HOURS
8 a.m. to 5 p.m.
Monday - Friday

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Find your number and win a \$50 credit!

If your Snapping Shoals EMC account number is hidden in this issue of The Illuminator, call us at 770-786-3484 within the next month and you could win a \$50 credit on your bill.

The Illuminator is a monthly newsletter published for Snapping Shoals EMC members.

Report an outage, pay your bill and manage your account with the mySSEM app.



Find us on Facebook at www.facebook.com/SnappingShoalsEMC



AVOID UTILITY SCAMS

Scammers will threaten you with everything from shutting off power to your home to legal action. Don't fall victim to these types of scams.

- Our employees will never show up at your door to demand payment.
- Never give personal information to an unknown caller or visitor. Our representatives have access to the details they need to service your account.
- Demands for immediate payment by wire transfer, cryptocurrency, gift cards or cash reload cards should immediately raise red flags.
- If you think you've been contacted by a scammer falsely representing the co-op, please let us know as soon as possible.