

Snapping Shoals EMC Illuminator

A Monthly Newsletter for Snapping Shoals EMC Members

March 2022

Snapping Shoals is a Name You Can TRUST

If you're in the process of remodeling your home, you might find yourself spending a lot of time in the aisles of your local home improvement store and asking a store associate for help. But where do you go if you're considering solar panels on your home, or if you're interested in purchasing an electric vehicle? Before the Internet, you often reached out directly to people who were experts in their field but running into

solar and energy experts in your community might not happen that often.

Snapping Shoals EMC has been your energy partner for years, and we continue to pride ourselves on being your source of information on all things energy-related. For advice on how to make your home more energy efficient, contact us. For information on electrical safety, contact us. If you have questions about solar or renewable options, generators or home energy management systems, contact us. 4619678

We have employees who have been trained to answer your questions. They will make sure the systems you are considering integrate well with the coopera-

tive's systems and can help you ensure efficiency comparisons are "apples to apples." 3134152

Last year, close to 20,000 electric co-op members across the country were asked what image attribute best described their electric cooperative. "My co-op is a name I can trust" is the answer that beat out all others

Trust is earned, not given freely, and at Snapping Shoals EMC, we work daily to be the co-op you can trust – not only for power but also for energy information. To speak to an expert about solar, electric vehicles or energy efficiency, call our Member Services line at 770-385-2875. 4556262



SSEMC Scores 83 on Member Survey

Snapping Shoals EMC recently completed its quarterly member-wide customer satisfaction survey, where more



than 600 members participated. The member responses were sent to the American Customer Satisfaction Index (ACSI), a company that measures customer satisfaction across multiple industries throughout the entire United States. For Q4 2021, Snapping Shoals EMC received an ACSI score of 83 out of a maximum score of 100. This was one of the highest scores in the nation among utilities measured by the ACSI.

Snapping Shoals EMC's score is higher than all 2021 investor-owned utility scores and municipal utility scores. Snapping Shoals EMC's score is 11 points higher than the average investor-owned utility scores, as well as 12 points higher than the municipal utilities score of 71, per the industry ratings in the 2021 ACSI Utility Sector Report. For more information regarding the ACSI survey, please visit www.theacsi.org. 4422823



New Software Helps Us Serve You Better

Snapping Shoals EMC recently launched new software in our call center in order to improve the quality of service for our members.

When you call us at 770-786-3484, you now have more options. The new options include the ability to check your account balance, receive an automatic call-back instead of waiting on the line, make payment arrangements, or make a payment instead of dialing another number.

We aim to provide our members with the best possible service. Our new call center software is just one of many ways that Snapping Shoals is evolving with that goal in mind.



OPERATION ROUND UP Education Assistance

MARCH 15-MAY 15

Applicants must live in a household receiving electric service from Snapping Shoals, and total household income cannot exceed \$50,000. Visit www.ssemc.com to download an application, or call 770-385-2737 to have one mailed to you.

SSEMC Utilizing Contractor for System Inspection

Snapping Shoals EMC is currently in the process of conducting a system inspection and is utilizing contractor Cappstone Energy Group to do so. Cappstone is inspecting all secondary service lines, security lights, equipment connections and meters to verify that all equipment is working properly and that no hazardous conditions exist.

Cappstone has had a partnership with Snapping Shoals for more than 20 years and routinely helps with engineering services. All Cappstone and SSEMC personnel carry identification with them and have the SSEMC logo and/or Cappstone logo clearly



marked on their vehicles and uniforms. If you have any concerns about someone representing him or herself as an SSEMC employee or contractor, or if you are worried about leaving gates unlocked so that we may gain access to your property, please call us at 770-786-3484. 4531850



PROTECTING THE

PEOPLE & PLACES

THAT MATTER MOST

770-963-0305 emcsecurity.com



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

24-Hour Phone Number
770-786-3484

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

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

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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 mySSEMC app.*



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