

# Snapping Shoals EMC Illuminator

A Monthly Newsletter for Snapping Shoals EMC Members

August 2023



## LET'S CHAT!

Make payment arrangements, get answers about your bill and much more with our live chat at [www.ssemc.com](http://www.ssemc.com)

## Take Advantage of Rebates

Snapping Shoals EMC aims to help you make your home more efficient with our energy efficiency rebates. We offer rebates for HVAC/Heat Pumps, Water Heaters, Electric Vehicles, Smart Thermostats and Insulation Upgrades.

Proof of installation is required and all items must have been purchased within 90 days to receive any rebates from SSEM. Rebate programs may end or change at any time, and all programs are subject to verification from SSEM. 4574332

For more details and to apply online, visit our website at [www.ssemc.com](http://www.ssemc.com). Also be sure to visit [www.energystar.gov](http://www.energystar.gov) for energy efficiency federal tax credits.



## We Restore Power Safely

We do our best to avoid them, but there's no way around it: power outages occasionally happen. For most Snapping Shoals EMC members, outages are rare and only last a few hours. But when major storms occur, extended outages are unavoidable. So when the power goes out, how do our crews know where to start working? When the lights go out and it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

This process typically begins with repairs to the larger main distribution lines that service a great number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for above-ground service) or placed on pads (for underground service). Finally, individual service lines that run between the transformer and the home are repaired.

If you experience a power outage, the easiest way to report an outage is through our mySSEM app, at [www.ssemc.com](http://www.ssemc.com) or by calling 678-814-4961. The weather can be unpredictable, but as a member of SSEM, you can feel confident knowing we're standing by, ready to restore power as quickly and safely as possible. 4674123

## The Steps to Restoring Power

When a major outage occurs, our crews restore service to the greatest number of people in the shortest time possible - until everyone has power.



**1 High-Voltage Transmission Lines**  
These lines carry large amounts of electricity. They rarely fail but must be repaired first.



**2 Distribution Substations**  
Crews inspect substations, which can serve hundreds or thousands of people.



**3 Main Distribution Lines**  
Main lines serve essential facilities like hospitals and larger communities.



**4 Individual Homes and Businesses**  
After main line repairs are complete, we repair lines that serve individual homes and businesses.

## Prepare for Weather Events

While you can't predict which weather forecast will come true, you can plan ahead so when a severe weather event strikes, you have the tools and resources to effectively weather the storm. The Department of Homeland Security offers several resources to help you prepare for major weather events and natural disasters. Visit [www.ready.gov/make-a-plan](http://www.ready.gov/make-a-plan).

### Preparedness Actions and Items

- Stock your pantry with a three-day supply of non-perishable food, such as canned goods, energy bars, peanut butter, powdered milk, instant coffee, bottled water and other essentials.
- Confirm that you have adequate sanitation and hygiene supplies including towelettes, soap and hand sanitizer. 452109
- Ensure your First Aid kit is stocked with pain relievers, bandages and other medical essentials, and make sure your prescriptions are current.
- Set aside basic household items you will need, including flashlights, batteries, a manual can opener and portable, battery-powered radio or TV. 3398666
- Organize emergency supplies so they are together in an easily accessible location.

# GO BEYOND THE CARD.



Download the new Co-op  
Connections® app today!



Visit [connections.coop](http://connections.coop)  
to learn more!

## Co-op Connections Helps You Save

Looking out for our members: that's what being an electric co-op is all about. And one program that serves to remind of this fact and highlights what the Cooperative Difference truly means in your life is Co-op Connections. With the cost of everything increasing these days, big savings are more important than ever. Co-op Connections helps SSEMC members save on hundreds of local and national discounts — pharmacy savings, discounts on events, online shopping and much more.

- **HEALTH SAVINGS:** Save on dental, vision, hearing aids, chiropractic services, lab testing and more. 4633736
- **HOTEL SAVINGS:** Save an average of 20 percent at more than 400,000 locations worldwide.
- **CASH-BACK SHOPPING:** Earn up to 20 percent cash back when you shop at more than 2,000 online retailers.
- **EVENT DISCOUNTS:** Save 10 percent at your favorite sporting events, concerts and theaters.
- **INSURANCE:** Get competitive insurance rates.

Take advantage of this money-saving program by signing up today at [www.connections.coop](http://www.connections.coop). SSEMC goes beyond providing our members with safe, affordable and reliable electricity — we want to help you save money too!



P.O. Box 509  
Covington, GA 30015  
[www.ssemc.com](http://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](http://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.*



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# ALWAYS WATCHING

SO YOU DON'T HAVE TO BE



770-963-0305 | [emcsecurity.com](http://emcsecurity.com)