

Snapping Shoals EMC Illuminator

A Monthly Newsletter for Snapping Shoals EMC Members

March 2023

Ways to Pay

SSEMC offers our members several payment options to make paying your bill fast, easy and hassle-free. The following are several ways to pay that we hope will enhance your experience as a member of SSEMC.

Online: Visit www.ssemc.com or use the mySSEMC app to pay your bill online with a check or credit/debit card.

Auto Pay: Automatically pay your electric bill each month with a credit or debit card or with your bank account. Register through mySSEMC or call us at 770-786-3484 to sign up. 1863695

By Phone: Pay your bill by phone using a credit/debit card or check or by calling 1-888-999-1416.

Payment Kiosks: Pay by cash, check or credit/debit card at our easy-to-use PaySite kiosks. The payment kiosks are accessible 24 hours a day, 7 days a week and are located at both of our offices and throughout our territory. To find the kiosk nearest you, please visit www.paysitekiosklocator.com.

Authorized Payment Locations: SSEMC has several authorized payment locations through MoneyGram, Western Union and Vanilla Direct. Visit www.ssemc.com/payment-options and click on the "Pay In Person" tab for more information and to find locations for each service.

Drop Box: Drop off your check or money order payment in our NEW drop box at the Rockdale County Sheriff Office's Southside Precinct, located at 3552 Highway 20 SE near Honey Creek. Payments are picked up at 4:30 p.m. Mondays through Fridays and processed the next business day. 608679

By Mail: Mail your payment, in the form of a check or money order, using the return envelope provided with your bill. If you have lost your envelope, mail your payment to Snapping Shoals EMC, P.O. Box 73, Covington, GA 30015.

In Person: Pay with cash, check, money order or credit/debit card at one of our office locations Mondays through Fridays 8 a.m. to 5 p.m. Night depositories are located at both offices.

Good Friday

Our offices will be closed April 7 in observance of Good Friday.

If you experience an outage, please report it with the mySSEMC app, online at www.ssemc.com or by calling 678-814-4961. Report other service issues at 770-786-3484.



Funds Available for Education Assistance

Applications are currently available for education assistance from Snapping Shoals EMC's Operation Round Up. Applicants must live in a household receiving electric service from Snapping Shoals, and total household income may not exceed \$50,000. The assistance may be used to attend an accredited college, university or trade school in Georgia. Applicants must be enrolled or accepted at the school they are seeking funds to attend. We will be accepting completed applications March 2 through May 15. Download an application at www.ssemc.com or call our Operation Round Up line at 770-385-2737 to have one mailed to you. 4631939

Smarter than the average security.

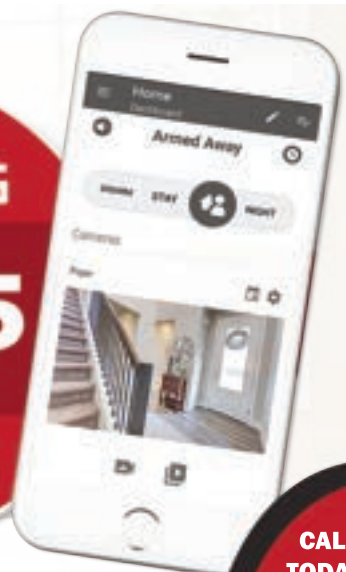
Security Systems | Cameras | Video Doorbells

- 24/7 professional monitoring.
- Save more using existing equipment in the home.
- Add fire protection for no additional monthly cost.
- Local service. Local support.



770-963-0305
emcsecurity.com

**ALARM
MONITORING**
FROM
\$16.95
PER MONTH
**NO CONTRACT
REQUIRED!**



**CALL
TODAY!**

Powering On

Outage Restoration Is A Process

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. 4606328

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, don't assume a neighbor reported it. It's best to report the outage yourself. The easiest way to report an outage is through our mySSEMC app, at www.ssemc.com or by calling 678-814-4961. The weather can be unpredictable, but as a member of SSEMC, you can feel confident knowing we're standing by, ready to restore your power as quickly and safely as possible. 4665610



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*

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

BOARD OF DIRECTORS
Chair
Jake Carter
Henry County, District 4

Vice Chair
Jeanette Berry
Newton County, District 1

Secretary/Treasurer
Lance Harper
Newton County, District 1

Asst. Secretary/Treasurer
Alfred Flanigan
Rockdale County, District 2

Ruby Woods
Newton County, District 1

Anthony Norton
Rockdale County, District 2

Dr. Millard Ross
Rockdale County, District 2

Walter Johnson
DeKalb County, District 3

Gene Morris
Henry County, District 4

James I. White
Henry County, District 4

**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.*



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

 Touchstone Energy®
Cooperatives

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.