

Snapping Shoals EMC illuminator

A Monthly Newsletter for Our Members

November 2024

Welcome to Our New Outage Management System

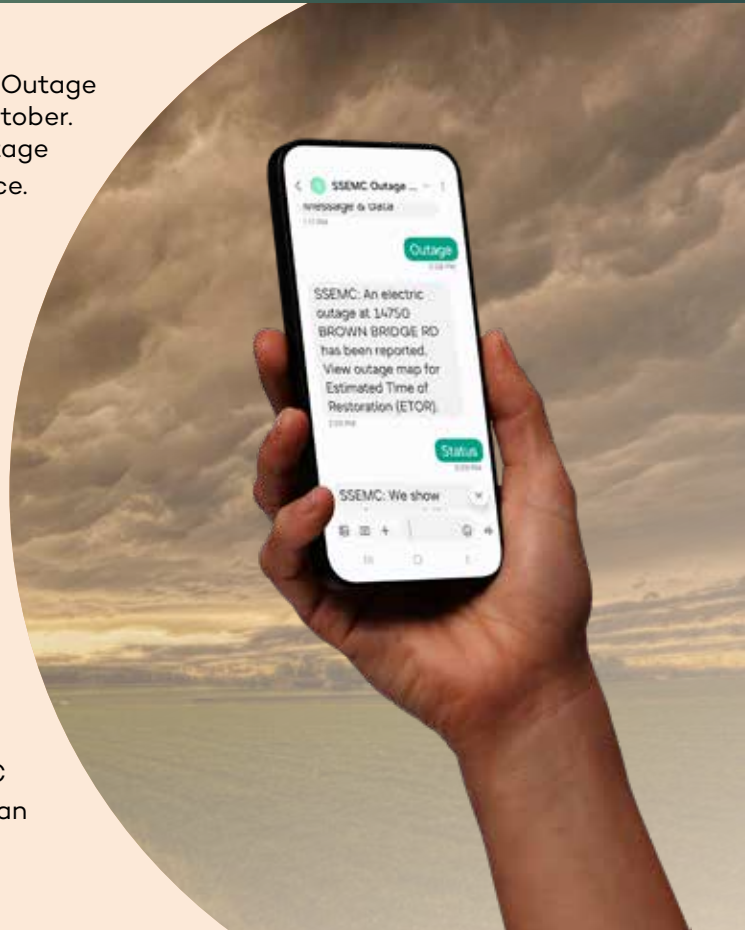
Introducing TextPower, real-time outage information and more

Snapping Shoals EMC is proud to introduce our new Outage Management System, which went live at the end of October. The state-of-the-art system aims to improve outage visibility, outage response times and our members' experience. 4587248

The system will help SSEMC locate outages more quickly, as well as analyze outage causes, resulting in faster response times. Our improved outage map visible on ssemc.com now features more real-time outage information for our members.

Best of all, the new Outage Management System allows for text messaging to our members to report outages and receive status updates. Using TextPower, SSEMC will notify you that we're aware of an outage at your location and will update you on the progress of the outage restoration.

We can't always prevent outages for our members, so when outages do occur, we aim to make reporting them as easy as possible. While you can still report outages via the mySSEMC app, online at ssemc.com or by calling 678-814-4961, you can easily use TextPower to report your outages.



Holiday Closings

The offices of Snapping Shoals EMC will be closed on the following dates for holidays:

Thursday-Friday
November 28-29
for Thanksgiving

Tuesday-Wednesday
December 24-25
for Christmas

Wednesday
January 1
for New Year's

Report outages online at ssemc.com, with the mySSEMC app, by calling 678-814-4961 or by texting "outage" to 678-814-4961.

How TextPower Works

- With a simple text, you can report your electric outage quickly and efficiently. 4270252
- If we have a cell phone on file for your account, you will be automatically enrolled in the TextPower. If not, visit omssms.ssemc.com to register your number.
- Once registered, simply text "OUTAGE" to 678-814-4961 to report an outage and then follow the prompts.
- This will report your electric outage to the cooperative.
- You will receive an outage confirmation text as well as updates throughout your power outage.
- Text "STATUS" to receive restoration updates specific to your outage. 4668382
- Text "QUIT" to no longer receive texts from TextPower

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

24-Hour Phone Number
770-786-3484

Report an Outage:
Use the mySSEMCC app
or call 678-814-4961

Pay your bill or check your account balance:
Call 1-855-916-2970 or
use the mySSEMCC 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

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Rockdale County, District 2

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DeKalb County, District 3

Ernest Watkins
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.



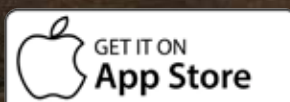
Report an outage, pay your
monthly bill and manage your
account with the mySSEMCC app



Touchstone Energy®
Cooperatives

Happy Savings!

National & local discounts await this holiday season!
Go to www.connections.coop to sign up or download
today to explore your discounts! 4654979



Security Lighting Keeps You Safe

With shorter days and longer
nights, now is a great time to
consider security lighting from
Snapping Shoals EMC. We offer
a variety of lighting choices to
meet residential, commercial
and industrial needs. 4686382

Visit ssemc.com to see which
option is right for you and
sign up today!

