

Snapping Shoals EMC

illuminator

A Monthly Newsletter for Our Members

October 2024

New Outage Management System

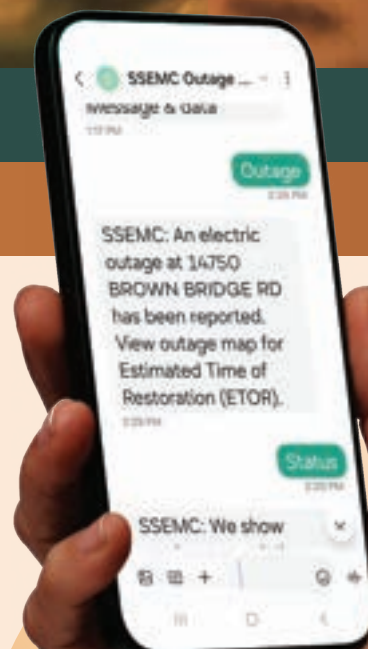
Helping us improve our members' experience

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

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 will feature more real-time outage information for our members. 3623766

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. 303578



TextPower demonstration

How TextPower Works

- With a simple text, you can report your electric outage quickly and efficiently.
- If we have a cell phone on file for your account, you will be automatically enrolled in the Text Power. 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. 4493573
- 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. 4606820
- Text "QUIT" to no longer receive texts from TextPower

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 or by calling 678-814-4961.

Giving Change for a Change

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. The money raised is used to help individuals in need of assistance and to support charitable organizations in our community. 459123



P.O. Box 509
Covington, GA 30015
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 1-855-916-2970 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

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

Jeff Wigington
Rockdale County, District 2

Walter Johnson
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 mySSEM app

Your Touchstone Energy®
Cooperative 
The power of human connections®

JUNE 2024

Individual assistance total: \$24,826.97
Organizational Grant Recipients

- Adult Disability Medical Healthcare (Cobb) - \$7,500
- Camp Kudzu Inc. (Fulton) - \$5,000
- Helping In His Name (Henry) - \$10,000
- Krimson Cornerstone Foundation (Rockdale) - \$4,000
- Newton County Community Food Pantry (Newton) - \$5,000
- Newton County Farm Bureau (Newton) - \$7,500
- Sojourner Truth Observational Study Hometel (Gwinnett) - \$10,000
- Rockdale County Emergency Relief (Rockdale) - \$6,000
- Atlanta Community Food Bank (DeKalb) - \$6,000
- Hands of Hope (Henry) - \$6,000
- Newborn Methodist Church Food Pantry (Newton) - \$2,000
- Covington First United Methodist Church Food Pantry (Newton) - \$2,000
- Hope for the Harvest Baptist Church Food Pantry (Newton) - \$2,000

AUGUST 2024

Individual assistance total: \$10,300
Organizational Grant Recipients

- A Friend's House (Henry) - \$3,000
- Covington First United Methodist Church (Newton) - \$5,000
- Dennis E Harris Diabetic Foundation (Newton) - \$3,000
- FODAC (DeKalb) - \$5,000
- God's Table Food Pantry (Rockdale) - \$3,600
- Henry Co. Parks and Recreation Special Olympics (Henry) - \$9,500
- Newton County Arts Association (Newton) - \$3,000
- Project Linus (Henry) - \$1,000
- Repairers of the Breach (Newton) - \$3,000
- South DeKalb Association for Super Special Youth and Adult (DeKalb) - \$5,000
- The Cancer Foundation (Clarke) - \$2,500
- The River Refuge (Henry) - \$7,000

Winter Rates In Effect November 1

Beginning November 1, your electric energy use will be billed on our winter rates, Winter rates are effective from November through April, and summer rates are billed from May through October. The higher demand for electricity on hot summer days makes the cost of providing power greater during the summer, and that is reflected in our rate structure.

SSEM Residential Electric Rates

Summer (May through October)
Base Charge: \$35 per month
First 1,000 kwh: 10.60 ¢ per kwh
Over 1,000 kwh: 12 ¢per kwh

Winter (November through April)
Base Charge: \$35 per month
All kwh 10.60 ¢ per kwh