

Snapping Shoals EMC illuminator

A Monthly Newsletter for Our Members

December 2025

Scott Fuss: Lifesaver

SSEMC employee was recently recognized for two heroic actions with the Lifesaving Award by Georgia EMC at the GEMC Annual Meeting

On June 19, 2025, Scott Fuss was leaving work and planned to stop for gas on his way home, but after speaking with his wife, Kristi, he decided to skip the gas station and head straight home. As he neared home, Scott noticed what appeared to be an abandoned truck on the side of the road. As he got closer, he saw deployed airbags and an arm raised inside the cab. Sensing something was wrong, Scott immediately pulled over and ran to the vehicle.

A woman inside the truck called out, "Are you Scott Fuss?" Surprised the woman knew who he was, Scott confirmed his identity and assessed the situation, but the strong smell of gasoline heightened the urgency. Reaching into the cab, Scott turned off the ignition and noticed a man slumped over and unresponsive. Scott quickly checked for a pulse, but there was none. 4719883

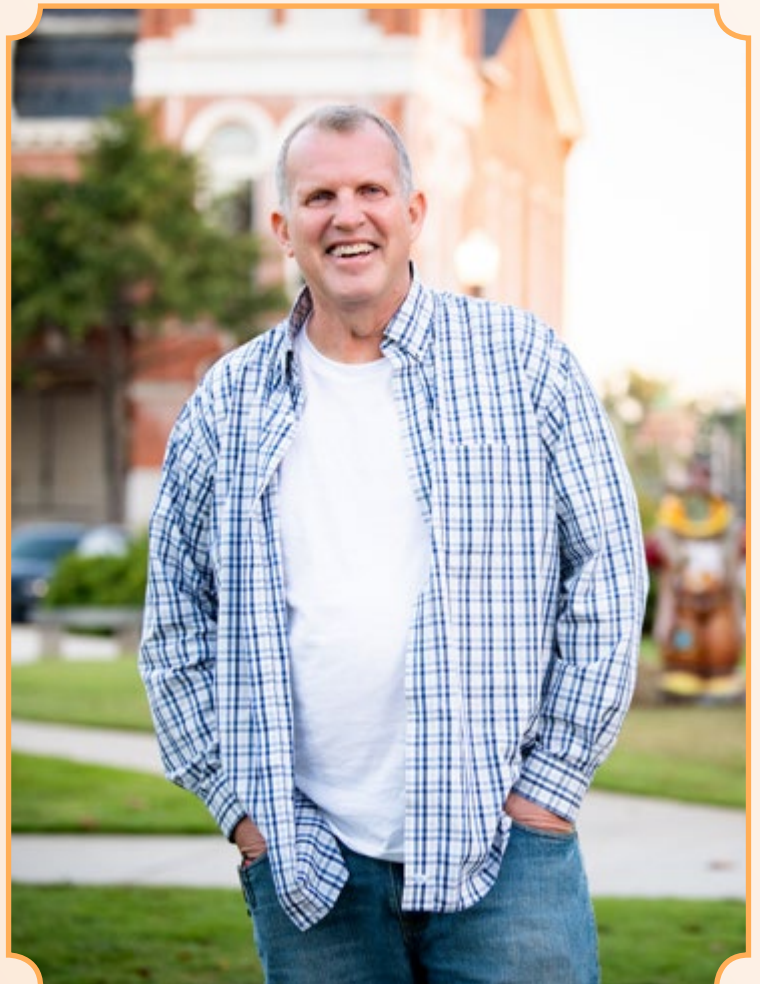
Scott helped the woman out of the vehicle and then went to remove the unresponsive man. Once both were out safely, he asked the woman to assist with rescue breathing while he performed CPR. Scott continued administering CPR for more than 15 minutes until paramedics arrived. He then continued assisting first responders. After four attempts with a defibrillator, the emergency crew was able to revive the man, and both he and the woman were transported to the hospital.

Only after his heroic act did Scott learn the victims were the parents of his co-worker, Ben Malcom. Ben's father had suffered a "widow-maker" heart attack due to a 90 percent blockage. Ben's mother recovered quickly from her injuries, but his father spent several weeks in the ICU. Today, Ben's father is nearly fully recovered.

This act of bravery is not an isolated incident for Scott.

In late 2024, Scott received a frantic call from his daughter, Hannah, who had swerved to avoid a deer and crashed her car into a local lake. The vehicle was rapidly sinking, and the electronic locks and windows had failed. Hannah was trapped inside, unable to escape.

Scott rushed to the scene, which was two miles from his home. Scott's wife, Kristi, stayed on the phone with both Hannah and 911. Just the day before, Scott



had found a glass-break tool in the employee parking lot at Snapping Shoals EMC and had been keeping it in his pocket until he could locate the owner. With no time to spare, he used the tool to shatter the passenger window of Hannah's car and pulled her to safety. Seconds later, the car sank to the bottom of the lake. 4657876

A few days later, Scott was returning the glass-break tool to its rightful owner, but not before explaining how it had saved his daughter's life. The owner, a SSEMC lineman, graciously told Scott to keep it.

Scott Fuss has shown extraordinary courage and presence of mind enduring moments of crisis. His selfless actions in two separate emergencies have directly saved lives. His calm, quick-thinking and willingness to put himself in harm's way for the sake of saving others embody the very spirit of the Georgia EMC Lifesaving Award. 4661826



Happy Savings!

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



Bill Payment Options

CHOOSE YOUR WAY TO PAY



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



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 our Covington office and our Ellenwood office. The Ellenwood kiosk is available at the drive-thru.

The kiosks are also available throughout our territory. To find the kiosk nearest you, please visit www.paysitekiosklocator.com.



Online: Visit www.ssemc.com or use the mySSEMC app to pay your bill online with a check or credit/debit card. 4371915



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.



By Phone: Pay your bill by phone using a credit/debit card or check by calling 1-855-916-2970.



Authorized Payment Locations: SSEMC has 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.



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.



Drop Box: Drop off your check or money order payment in our 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. 4677548



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



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

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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 monthly bill and manage your account with the mySSEMC app

Your Touchstone Energy®
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The power of human connections®

Holiday Closings

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

Wednesday-Thursday
December 24-25
for Christmas

Thursday
January 1
for New Year's

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