

# Snapping Shoals EMC illuminator

A Monthly Newsletter for Our Members

March 2025

## Outage Restoration is a Process

Here's How We Restore Power to Our Members Efficiently and 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. 4656933

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 mySSEMC app, at [www.ssemc.com](http://www.ssemc.com), by calling 678-814-4961 or texting OUTAGE to 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 power as quickly and safely as possible.

### 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. 4703520



## Lineman School Scholarship Deadline Approaching

Snapping Shoals EMC offers two \$3,500 scholarships for those interested in attending lineman school. The funds may be used for any lineman school program in Georgia. 1086057

The winners must initiate their school registration within one year of award and

must complete schooling within two years of award. The school shall return any unused funds to Snapping Shoals EMC to be used for future scholarship recipients.

**Lineman School Scholarship  
Applications due March 28, 2025.**

# 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. 4469789



### DECEMBER 2024

Individual assistance total: **\$6,700**

Food bank assistance total: **\$32,385.99**

#### Organizational Grant Recipients

- Alcovy CASA, Inc. (Newton) - **\$5,000**
- Burn Foundation of America (Richmond) - **\$5,000**
- Community Resources Center of Newton Co. Faithworks (Newton) - **\$7,000**
- Crosswalk Ministries USA Inc. (Newton) - **\$5,000**
- Family Promise of Newrock (Rockdale) - **\$7,050**
- FOJM Learning Center, Inc. (Newton) - **\$5,000**
- Servants of the Lord/Meals on Wheels (Rockdale) - **\$5,000**

## Applications Now Open for Education Funds

Applications are currently available for education assistance from SSEMC's Operation Round Up program. Applicants must live in a household receiving 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. Applications will be accepted March 1 through May 15. 4417118

Download an application at [www.ssemc.com](http://www.ssemc.com) or call 770-786-3484.

## Good Friday

Our offices will be closed April 18 in observance of Good Friday. If you experience an outage, please report it with the mySSEMC app, online at [www.ssemc.com](http://www.ssemc.com), by calling 678-814-4961 or texting OUTAGE to 678-814-4961. Report other service issues at 770-786-3484.



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

