

# Snapping Shoals EMC illuminator

A Monthly Newsletter for Our Members

March 2026

## Outage Restoration

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. 1524305

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 aboveground service) or placed on pads (for underground service). Finally, individual service lines that run between the transformer and the home are repaired. 721092

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. 3130986



#### 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. 4682339



## Flexible Financing Makes Backup Power Possible

Power security doesn't have to be a financial burden. Secure your power in all seasons with financing options through Snapping Shoals EMC's Home Generator Program, in partnership with Gresco Utility Supply.

Contact GRESKO at 478-315-0817 or [renewables@gresco.com](mailto:renewables@gresco.com)



# 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. 4563483



### OCTOBER 2025

Individual assistance total: **\$3,096.42** | Food bank assistance total: **\$60,000**

#### Organizational Grant Recipients

- CareNow Community Development Center (Rockdale) - **\$5,000**
- God's Power and Deliverance Outreach (Henry) - **\$1,000**
- Hands of Hope Clinic (Henry) - **\$3,000**
- Lekotek of Georgia (DeKalb) - **\$3,000**
- Newton County Farm Bureau (Newton) - **\$2,500**
- Regular Ren Foundation (Rockdale) - **\$1,000**
- The River Refuge International (Henry) - **\$5,000**
- Adventure Bags (Metro) - **\$3,000**
- Revved Up Kids (Metro) - **\$2,500**

### DECEMBER 2025

Individual assistance total: **\$4,673** | Food bank assistance total: **\$20,000**

#### Organizational Grant Recipients

- Alcovy CASA (Newton) - **\$5,000**
- Be Someone, Inc. (DeKalb) - **\$5,000**
- CASA of Henry County (Henry) - **\$5,000**
- FOJM Learning Center (Newton) - **\$5,000**
- Lady T's Homeless Ministry (DeKalb) - **\$10,000**
- Mothers Daughters and Sisters Against Breast Cancer (Henry) - **\$1,000**
- Newton County Community Food Pantry (Newton) - **\$5,000**
- Samaritans Together of Henry County (Henry) - **\$7,500**
- SASSY (DeKalb) - **\$2,500**
- Street Paws (Henry) - **\$2,000**
- The Resource for Community Action, Inc. (Rockdale) - **\$5,000**
- Giving Health (Metro) - **\$5,000**
- HopeWorks DBA Resource Service Ministries (Metro) - **\$3,500**



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

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Alfred Flanigan  
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DeKalb County, District 3

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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 with-  
in 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  
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