

THE SAWNEE HIGHLINER

Volume 45 • Issue 8

Make Plans to Attend Sawnee EMC's 87th Annual Meeting of Members



Mark your calendar for Sawnee EMC's 87th Annual Meeting of Members on Saturday, October 4th on the cooperative's campus located at 543 Atlanta Highway in Cumming. Drive-through registration will begin at 8:00 a.m. and will conclude at approximately 11:00 a.m. Additionally, members may choose to attend the business session, which will convene at approximately 11:00 a.m. All Sawnee EMC members who complete the drive-through registration process will be entered into a drawing for prizes. You do not have to be present at the business session to win.

On September 5, 2025, all Sawnee EMC members of record, as of August 27, 2025, will be mailed the Cooperative's Annual Report and Official Annual Meeting Notice.

If you have any questions, please contact our Customer Call Center at 770-887-2363, text 678-999-8124, email at customerservice@sawnee.coop, chat at [sawnee.coop](https://www.sawnee.coop) or visit our Annual Meeting website at [sawnee.coop/annual-meeting](https://www.sawnee.coop/annual-meeting). We look forward to seeing you on October 4th!

CONTACT US

Web Address & Email:

www.sawnee.coop
customerservice@sawnee.coop

Business Office Hours:

Mon. - Fri. 8:00 a.m. - 5:00 p.m.

Physical Address:

543 Atlanta Highway
Cumming, GA 30040

Customer Call Center:

Mon. - Fri. 7:00 a.m. - 7:00 p.m.

Saturday - 8:00 a.m. - 5:00 p.m.

Phone: (770) 887-2363

Fax: (770) 234-6722

Text: (678) 999-8124

TDD: (770) 781-4271



QUOTABLE QUOTE

**Life is ten percent what
happens to you and ninety
percent how you respond
to it."**

— Lou Holtz

*This institution is an equal opportunity
provider and employer.*

7

Things You Might Not Know About Sawnee EMC's Power Restoration Process

Have you ever watched a video or TV show where a person is cooking a meal, then suddenly, they snap their fingers, and the meal is plated and ready to eat? That's called a "jump cut".

While we wish we could "jump cut" from a power outage to power restoration, it can often take a lot more effort and trained and knowledgeable people to make it happen safely. We are accustomed to members' questions about power outages and why it can take time to safely get the lights back on.

We would like to shed light on our restoration process to help our members understand what may be happening behind the scenes. Here are 7 things you might not know about our outage restoration process:

1. Generally, your meter tells us when you're out. When your power goes out, it might be just your home or small section of a neighborhood, and most electric meters are designed to let us know. You can always report an outage by contacting us at 770-887-2363, reporting it online at [sawnee.coop/report-outage](https://www.sawnee.coop/report-outage) or by using our app. SmartHub users can text **OUT** to 855-938-3412.

2. It's a team effort. All of Sawnee EMC's employees are working to get your power restored as soon as possible. Our Customer Service Representatives are taking your calls, engineers and field staff are surveying damage, our right-of-way management team is clearing hazards, dispatchers are organizing crews, communicators are keeping everyone informed of progress or potential dangers and our line crews are working to restore service. When your power goes out, we all work together as quickly and safely as possible to get you back to normal.

3. We assess the situation first. Every outage is different, and we don't know how challenging it is or what equipment might need to be replaced. When responding to outages, we first need to see what happened, then figure out what materials we need and develop a plan for how to fix the problem(s) without compromising electric flow for the rest of our members.

4. Restoration is normally prioritized by the largest number of members we can get back on in the shortest amount of time. We complete work that impacts the largest number of members first and must work from the substation out to individual, scattered outages.

5. Our employees face many dangers. Besides working around high voltage facilities, our crews are on alert for weather elements, falling trees and fast-moving vehicles. If you ever drive past one of our vehicles, please be sure to move over – it's Georgia law.

6. Sometimes flickering lights are a good thing. Some folks mistake flickering lights for outages, but sometimes these "blinks" at your home are important because they indicate our equipment worked and prevented a possible substation outage likely caused by animals or trees.

7. You need a backup plan. We do our best to help those who need it, but if you depend on electricity for medical purposes, you must have a back-up plan - remember, we don't always know how long restoration efforts will take.

We do our best to avoid power disruptions, but due to a number of reasons they are inevitable from time to time. If the lights go out, know that our team is working as quickly and safely as possible to restore power. If you experience an outage, please let us know by reporting it through one of the ways noted above.

At Sawnee EMC, We're More Than Electricity, We're Service.



RATED #1
BY THE PEOPLE
THAT MATTER MOST —
OUR MEMBERS

**Best in Customer
Satisfaction with
Residential Electric Service
among Cooperatives,
2 out of 3 years.**

For J.D. Power 2024 award
information, visit
jdpower.com/awards.

Now is the Time to Try Paperless Billing



**Ready to Sign
Up for Paperless Billing?**
It's easy! Follow one of the methods below to get started today:

- Call 770-887-2363
- Text 678-999-8124
- Chat online at sawnee.coop
- Email customerservice@sawnee.coop
- Log into your SmartHub account and turn off paper bill

With Sawnee EMC's paperless billing, you can receive an email or text notification when your billing statement is ready to be reviewed. Additionally, with the potential for postal issues, paperless billing can be your way of helping your cooperative lessen the impact of postage costs.

In its simplest terms, paperless billing, also referred to as "eBill", means Sawnee EMC will email or text you a notification each month when your billing statement is ready to be viewed. You simply click the link to see your bill, instead of opening an envelope. Paperless billing **does not** mean you have to change your current payment method. If you receive an email or text bill notification from Sawnee EMC, you can still pay by any method you would like, including check payments.

Paperless billing lets you know immediately when your billing statement is ready; you **do not** have to wait for the mail. In fact, you can receive a paper bill **and** an eBill to try it out and then discontinue the paper bill when you are ready. If you try it, we are certain you will like it.

Stay Cool While Cooking This Summer



The heat and humidity of another Georgia summer has been with us for a while, but there are ways for you to stay cool without breaking the bank on energy costs. Try saving energy with these five (5) simple tips when cooking this summer.

1. Cook outdoors to reduce building up heat in the house and the additional load on your AC unit. Remember, your AC is typically the largest user of electricity during the summer.

2. Toaster ovens, slow cookers and air fryers get the job done, while using less energy than conventional stove tops or ovens, especially when preparing smaller meals.
3. By cooking in glass or ceramic ovenware, you can turn the temperature down by 25 degrees and cook in the same amount of time as you would with metal pans.
4. Avoid thawing food in the microwave. It is more energy efficient to thaw in the refrigerator. It helps the refrigerator stay cool and is safer than thawing food on the countertop or in the sink.
5. When cooking on the stove, always use a lid whenever possible. It reduces cooking time and the amount of steam that is released inside the house.

Looking for more information on how you can save energy this summer? Visit Sawnee's Energy Solutions Center online at sawnee.coop. This site is full of helpful energy-saving tips and information. For additional questions, contact a member of our Energy Services Department at (770) 887-2363 or via email at marketing@sawnee.coop.

Here's WATTS Cookin' Peanut Butter Pie

Ingredients:

Graham Cracker Pie Shell

1 cup peanut butter

10 oz. cream cheese, softened

1 cup powdered sugar

1 cup heavy cream

1 tsp. vanilla

Instructions:

Mix all ingredients together until creamy. Pour mixture into premade pie shell. If desired, melt a few chocolate chips and extra peanut butter to drizzle on top. Place in refrigerator and cool until chilled.



👉 Thanks to Cindy Gardner for the recipe! Do you have a recipe to share with us? If we print it, we'll credit your account \$5.00. Send your favorite recipe to marketing@sawnee.coop.