

THE SAWNEE HIGHLINER

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J.D. Power Ranks Sawnee EMC #1 in Customer Satisfaction Nationally

On December 17th, J.D. Power announced that Sawnee EMC was ranked **Best in the Nation in Customer Satisfaction with Residential Electric Service among Cooperatives!** Not only that, but they also rated us top in several key areas that matter most to you:

- POWER QUALITY & RELIABILITY
- CORPORATE CITIZENSHIP
- BILLING & PAYMENT
- CUSTOMER CARE

These rankings reflect Sawnee EMC's commitment to providing our members with safe, reliable, and affordable electric service. This achievement is made possible because of your support and our staff's continued commitment to improve and deliver the very best service possible.



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](https://www.jdpower.com/awards).

CONTACT US

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customerservice@sawnee.coop

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

Physical Address:
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 Cumming, GA 30040

Customer Call Center:
 Mon. - Fri. 7:00 a.m. - 7:00 p.m.
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 Phone: (770) 887-2363
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QUOTABLE QUOTE

“Carry out a random act of kindness, with no expectation of reward, safe in the knowledge that one day someone might do the same for you.”

-Princess Diana

This institution is an equal opportunity provider and employer.

Announcing Sawnee EMC 2025 Residential Energy Rebates

Anytime is a good time to get more energy efficient, but it is even better when a Sawnee EMC energy improvement rebate can help pay for it. Below is information about the energy rebate programs available to residential accounts for 2025.

- **INSULATION UPGRADE:** Increase your attic insulation to an R-49 level or greater and receive ½ of the cost, up to \$200. The home must be at least five (5) years old.
- **ELECTRIC HYBRID WATER HEATER:** Replace an existing standard water heater with a new electric hybrid water heater and receive a \$200 rebate.
- **NEW HVAC UNIT:** Replace an existing HVAC unit with a new 17 SEER unit. Recipients must also agree to participate in one of Sawnee EMC's Load Management programs to receive the rebate of \$100 per ton.
- **DUCT SEALING:** Receive a rebate of ½ of the cost, up to \$100, for sealing all accessible HVAC ductwork with mastic.
- **HVAC TUNE UP:** Receive a rebate of ½ of the cost, up to \$20, for each outside HVAC unit when you have a *"tune up" performed by a licensed HVAC technician. Tune ups for "gas furnaces" do not qualify.*
- **VARIABLE SPEED POOL PUMP:** Replace a conventional single speed swimming pool pump with a variable speed pump and receive ½ of the cost, up to \$100 per pump.
- **LEVEL 2 CHARGER REBATE:** Receive a one-time \$200 rebate for installing a Level 2 electric vehicle charger. Must participate in one of the Sawnee EMC Time of Use rates for the required one (1) year minimum period.
- **SMART THERMOSTAT:** Receive a one time \$25 rebate per smart thermostat. Recipients must also agree to participate in one of Sawnee EMC's Load Management programs.



PLEASE NOTE...

The rebates contained herein only apply for work completed in 2025. Please be sure to visit sawnee.coop/rebates for additional information and limitations on 2025 energy related rebates and incentives.

• LOAD MANAGEMENT PROGRAMS:

• SMART SAVERS THERMOSTAT PROGRAM

- Receive an annual credit of \$30 per thermostat for enrolling an eligible smart thermostat into the program at sawnee.coop/smartsavers. Credit placed on account in \$10, per thermostat, amounts on July, August and September billing statements.

• LOAD MANAGEMENT SWITCH PROGRAM

- For each central HVAC load management switch installed, receive an annual credit of \$30, per switch. Credit placed on account in \$10 per switch increments on June, July and August billing statements, Sign up at sawnee.coop/switch.

• COMMERCIAL MEMBER PROGRAMS:

If you are a Sawnee EMC commercial member, please be sure to visit us online at sawnee.coop for a list of rebates that your business may be eligible for.

Contact a member of Sawnee EMC's Energy Services staff at 770-887-2363 or via email at energy_services@sawnee.coop if you have any questions about rebate eligibility.

Sawnee EMC Announces \$10 Million Retirement of Patronage Capital for 2025

Sawnee EMC will be retiring approximately \$10 million to over 135,000 active and former Sawnee members through a general retirement of patronage capital. This patronage capital retirement is for members who received Sawnee EMC electric service at any time during 2007 and/or 2008.

As outlined in Sawnee EMC's Bylaws, patronage capital is defined as an allocation of the revenue received in excess of operating costs and expenses in a given year. Those funds are then assigned to each member of record for that particular year.

Active Sawnee members, who received service at any time during 2007 and/or 2008, will receive their portion of this patronage capital retirement in the form of a "credit" on their March 2025 electric bill. Eligible active members will receive a letter, which provides details about the general retirement, including the amount of their refund, as well as a list of frequently asked questions (FAQs).

Former members who no longer have an active Sawnee EMC account, and have a valid address on file, will be mailed a check to their last known address on or around April 1, 2025. Remember, it is important that former members notify Sawnee EMC of their forwarding mailing address when they discontinue electric service. This helps to ensure that former members receive future patronage capital retirements, when they occur.

In addition to the general retirement of patronage capital, Sawnee EMC also retires patronage capital to the estates of deceased members. If you know of someone who has recently passed away, and they were once a Sawnee EMC member, please remind the executor of their estate to contact our Customer Service Center at (770) 887-2363, by text at (678) 999-8124, or via email at customerservice@sawnee.coop to learn about claiming their patronage capital funds for estates of deceased members.

Sawnee EMC is committed to supporting the principles that make the electric cooperative business model a success. Over the previous five (5) years, Sawnee EMC has retired over \$51 million to active and former members through retirements of patronage capital.

If you have any questions about this patronage capital retirement, please contact our Customer Service Center at (770) 887-2363 or via email at customerservice@sawnee.coop.

For more information, a list of FAQs or to watch our short informational video visit sawnee.coop/patcap.



Five Ways to Save on Your Sawnee EMC Bill This Winter

Energy consumption can increase during winter months as we spend more time indoors and heating systems work overtime. You can help reduce your energy usage and bills by following these easy ways to save.



1. UNPLUG WHEN POSSIBLE

Turn off unnecessary lights, ceiling fans and electronics when you aren't using them.



2. MAINTAIN HEATING EQUIPMENT

Maintain your HVAC system by cleaning or replacing dirty filters and scheduling an annual inspection for necessary maintenance.



3. ELIMINATE DRAFTS AND AIR LEAKS

Seal air leaks and drafts around windows and exterior doors.



4. USE APPLIANCES WHEN ENERGY DEMAND IS LOWER

If you are on a Time of Use rate, be sure to operate large appliances like clothes washers, dryers and dishwashers early in the morning or before you go to bed.



5. LOWER THE THERMOSTAT

Home heating accounts for a large portion of energy consumption. Our Energy Services Team recommends keeping your thermostat at 68 degrees in the winter.

Questions? The Energy Services Team at Sawnee EMC is here to help you answer your energy efficiency related concerns. Contact us at 770-887-2363 or via email at marketing@sawnee.coop.



Here's WATTS Cookin' Sweet Potato Casserole

Ingredients:

3 lbs Mississippi Red sweet potatoes
1 stick butter
1 cup sugar
1/2 tsp nutmeg
1/2 tsp cinnamon
1 tsp of vanilla flavoring
1/2 cup evaporated milk

Topping:

1/3 stick butter melted
1 cup brown sugar
1/3 cup flour
1 cup chopped pecans

Instructions:

Cook potatoes and remove from peeling. Put potatoes and all other ingredients into mixer and mix until all mixed. Put into 8x8 casserole dish, spread topping over potatoes and bake at 350 degrees for 45 minutes.

👉 Thanks to Gail Perry 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.