

THE SAWNEE HIGHLINER

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Manage Your Sawnee EMC Account Like Never Before with a Brand New Look

SmartHub, our innovative tool for managing your Sawnee EMC account, has received a facelift! The "new" and "improved" SmartHub launched Monday, May 1st, with an updated interface that is even easier to navigate on screens of any size.

SmartHub has several features that make managing your Sawnee EMC account easy. Whether through your computer, your smartphone, or your tablet, you can view your account payment and billing history and check your usage with just a few clicks. And making payments in SmartHub is fast; you even have the option to securely store your payment information if you choose.

You are also able to see important account notices in SmartHub. You can select how you want to be notified about your bill, including email and push notifications to your mobile device.

Reporting a power outage or a service issue is a "snap" with either SmartHub or Sawnee EMC's App. There's no need to call our Customer Call Center and wait for assistance; you can let us know about an interruption of service or issue with a few clicks.

Check Out Sawnee EMC's App

A free download that allows you to interact with us on the go. Make a payment, review electric usage or even sign up for text notifications. It's all at your fingertips!

Download the App today by searching "Sawnee EMC" in the App Store or on Google Play.

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

The secret of getting ahead is getting started."

— Mark Twain

This institution is an equal opportunity provider and employer.

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Notice of 2022 Patronage Capital Assignment

As a non-profit electric cooperative, all money in excess of operating expenses which Sawnee EMC receives from furnishing electric energy and ancillary services to its members, are assigned annually back to the members who provided it. These amounts are referred to as “Patronage Capital”. The funds are used as equity and invested in the assets of the Corporation – which includes poles, wire, transformers and other necessities to operate the Cooperative.

For fiscal year 2022, each member of record is hereby notified that they have received a Patronage Capital assignment equaling 1.8369% of the amount they were billed for electric service during 2022. Additionally, those members have also received an allocation from other cooperatives that furnished electric energy and ancillary services to Sawnee EMC in 2022 equaling 1.0225% of the amount they were billed during 2022. Both assignments equal a total assignment of 2.8594% of a member’s billed electric service.

Each member may calculate the amount of assigned 2022 Patronage Capital by multiplying the total amount billed for electric service in 2022, by the factors shown herein. A [sample calculation](#) is shown below.

2022 Patronage Capital Assignment

Amount Billed for Electric Service in 2022

Sources	Total Percentage	\$500	\$1,000	\$1,500
Member's Total Assignment	2.8594%	\$14.30	\$28.59	\$42.89

Note: Actual assignment could vary slightly due to rounding and other factors.

If you have any questions about the 2022 Patronage Capital assignment or this notice, please contact our Customer Call Center at (770) 887-2363, text 678-999-8124, email customerservice@sawnee.coop or chat at sawnee.coop.

SmartHub's Brand New Look

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If you're already registered for SmartHub, you won't need to do anything to get the new SmartHub interface... you will see the new look any time after May 1st! You can access SmartHub at sawnee.coop (just click the green “**Pay Bill – Log In**” button at the top right side of the screen.

If you've never registered, all you need is an email address and your electric account number from your latest Sawnee EMC billing statement.

Life can be hectic, but paying your Sawnee EMC bill and reporting a power outage doesn't have to be. Save time by using SmartHub and/or Sawnee EMC’s App.



Sawnee EMC is #1 in Customer Satisfaction

with Residential Electric Service among Cooperatives,

2 out of 3 Years!

For J.D. Power 2022 award information, visit jdpower.com/awards





Sawnee EMC wants you to avoid being the victim of a scam. Scammers are known to target utility customers by pretending to be a representative of Sawnee EMC and by threatening to disconnect service.

Sawnee will **never** demand immediate payment over the phone or by email. If you receive any request that seems suspicious, before acting, always contact the Call Center directly at 770-887-2363.

What We DO

Sawnee communicates with members in several ways when they have a past due power bill.

- Provide a secure phone number (770-887-2363) to make automated payments 24/7.
 - Make courtesy calls to members who may be subject to disconnection. These calls never demand immediate payment.
 - Offer online payment options through Sawnee EMC's app and website.
 - Provide direct assistance via a Customer Service Representative who can provide detailed information securely about your account.

What We DON'T Do

Scammers use tactics that will cause potential victims to act fast. Sawnee EMC will never...

- Send people to your home or business to collect payment
- Threaten disconnection if a payment isn't made immediately via money transfer, prepaid debit cards or other methods, including cryptocurrency
- While pay station options are available, we will never demand payment to a third-party payment website that is not **sawnee.coop**
 - Require you to make a payment from a link sent in a text message
 - Send emails urging immediate payment for past due balances
- Ask for your social security number, date of birth or financial information in an unsolicited call, email or text

If you have a question or concern about your Sawnee EMC account, always contact our staff directly at 770-887-2363, customerservice@sawnee.coop or chat at [sawnee.coop](https://www.sawnee.coop) to ensure you do not fall victim to a scam ploy.

Committee on Nominations for the Board of Directors



Sawnee EMC is an electric cooperative governed by its Bylaws, Charter, Georgia law, and the service rules and regulations established by the Board of Directors ("Board"). The Bylaws specify certain activities which are reserved for the Cooperative's members such as the election of Directors to serve on the Cooperative's Board.

The Committee on Nominations ("Committee"), which serves a vital role in the affairs of the Cooperative, will soon be appointed by the Board. This Committee will receive input from the membership and determine, as provided for in the Bylaws, the name(s) to be placed before the membership, from those members who have met the necessary criteria, to seek the office of director in the directorate districts with expiring terms.

The Bylaws, in Article 4, Sections 4.02, 4.04, 4.05, and 4.09, outline the director election process, specifically as it relates to the Committee. It also provides for a separate

process, outside of the Committee, known as the "Petition Process" and information on this process may be found in Article 4, Section 4.09 of the Bylaws.

For 2023, Sawnee EMC has three (3) directorate districts with expiring terms, and they are:

- **District #3** (Cumming);
- **District #5** (Ducktown); and
- **District #8** (Ocee)

Sawnee EMC has developed a website to provide members with information about director election activities and district meetings. Interested members should visit sawnee.coop/elections to review the items relative to this year's activities.

If you have additional questions about the 2023 Committee on Nominations or the upcoming 2023 director election process, please contact the Office of the President and Chief Executive Officer by calling 770-887-2363, ext. 7387, or via email at kristi.sheriff@sawnee.coop.

Here's WATTS Cookin' Chocolate Chip Pound Cake

Ingredients:

<i>1 pkg. chocolate chips</i>	<i>1 cup oil</i>	<i>1/4 cup water</i>
<i>1 small sour cream</i>	<i>1 box instant chocolate pudding mix</i>	<i>1 box butter cake mix</i>
<i>4 eggs</i>		<i>1 tsp. vanilla</i>

Instructions:

Mix all ingredients together. Bake at 325° for one hour.



Thanks to Christy Peak 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.