

THE SAWNEE HIGHLINER

Volume 43 • Issue 9

Sawnee in the Top in National Survey Among Utilities



Michael A. Goodroe, Sawnee EMC President and CEO, states *"We are pleased with our performance progress, and we look forward to continuing our commitment to member satisfaction and to showing the co-op difference, which is reliable and affordable power to our members."*

For 2023, Sawnee EMC has received an American Customer Satisfaction Index (ACSI) score of 93 out of a maximum score of 100 for our sector. The ACSI score is an economic indicator that measures the satisfaction of a consumer. This was one of the highest scores in the nation. By comparison, the average electric cooperative scored a 74, as per the ACSI Utility Sector Report. As a member-owned electric cooperative, Sawnee EMC operates such that its decisions are meant solely to benefit its members; and the cooperative business model allows the staff to make member satisfaction one of their top priorities.



American Customer Satisfaction Index[®]

Questions? Please contact our Customer Call Center at 770-887-2363 or via email at customerservice@sawnee.coop.

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.

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QUOTABLE QUOTE

Keep your eyes on the stars, and your feet on the ground."

— Theodore Roosevelt

This institution is an equal opportunity provider and employer.

7 Questions to Consider BEFORE Installing Rooftop Solar



The benefits of installing rooftop solar panels may seem like a no-brainer, but the reality is, not every home (and homeowner's situation) is the same.

There are several factors to consider before pulling the trigger on a rooftop solar system. These include determining if your home will receive enough sun to achieve your goals, finding the right contractor, negotiating contracts and other details.

Investing in solar for your home is a major decision and needs to be approached with a lot of thought and consideration. If you're considering rooftop solar, Sawnee EMC can help.

Here are seven (7) questions to consider before installing rooftop solar panels.

- 1 What are my goals?** If your primary goal is to save money on electric bills, you may be able to achieve this through a Sawnee EMC free energy audit, which can identify areas of the home for maximum energy savings. If your main goal is to use renewable energy, consider signing up for Sawnee EMC's Virtual Solar Program. You can receive a portion of the sun, without having to invest and maintain a home solar system.
- 2 Is my roof suitable for solar?** Your roof should be in good condition before installing solar. If your roof is old or in poor shape, it may need to be replaced before panels can be installed. Additionally, your roof should receive a lot of sun to make the most of a rooftop system. Consider how much sun (and shade) the roof receives and if any trees will need to be trimmed or removed. Solar panels perform best when facing south, so keep this in mind as you think about where the panels will be mounted.
- 3 How long will I own the home?** If you're considering rooftop solar, you're likely planning to stay in the home for several years. But if you plan to sell the home at some point down the road, consider that not all potential buyers will want to maintain a rooftop solar system. If you are considering a
- contract to lease the solar system, carefully review the terms and what those mean to you now and in the future.
- 4 Can the contractor provide up-to-date documentation?** But be sure to request proof and documentation of the contractor's licensing, permitting and other credentials. Comb through company reviews, check the contractor's status with Better Business Bureau, etc.—do your homework on the front end before signing a contract.
- 5 Does the contract seem reasonable and fair?** If you decide to hire a contractor to install rooftop solar, carefully read the fine print of the contract. Do the system performance calculations seem realistic? Does the project timeframe sound reasonable? Negotiate the contract terms to fit your goals and your financial situation.
- 6 Who will maintain the solar system?** Determining who is responsible for maintaining the solar system will depend on who owns the system. If you lease the system from a solar installer, it may be their responsibility. Periodically, solar panels need to

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be cleaned as dirt and debris can impact panel performance. Parts may also need to be replaced, so it's important to know who will take on these responsibilities.

7 How will I work with Sawnee EMC?

Finally, but equally important, you should contact Sawnee EMC if you decide to install solar. If the system is to be interconnected to the electric grid, you'll need to sign a Sawnee EMC interconnection agreement. Find this and more online at [sawnee.coop/solar](https://www.sawnee.coop/solar). This site provides a great overview of how you can work with us on inter-connecting your new rooftop solar system.

For some, solar is a great way to help the environment and save on electric bills – but there are many factors to consider before diving in and installing a system. As with any major home project, do your research upfront, and contact Sawnee EMC at 770-887-2363 or via email at marketing@sawnee.coop if you have questions or decide to move forward with installation.

Remember, Sawnee EMC your local trusted energy partner and can serve as a helpful resource throughout the process.

Join Us for Sawnee EMC's 85th Annual Meeting of Members

Please make plans to attend the 2023 Annual Meeting of Members on Saturday, October 7, 2023 **at** the Sawnee EMC Corporate Campus located at **543 Atlanta Road in Cumming**. Drive-through registration will begin at approximately 8:00 am and will conclude at 11:00 am.

All Sawnee EMC members who complete the drive-through registration process will be entered into the prize drawing. Drawing for the prizes will occur on Monday, October 9th and winners will be notified personally.

Additionally, we will hold an **"in person"** business session at approximately 11:00 a.m. Please note, members do not have to be present at the business session to win a prize. Please visit us online at [sawnee.coop/annual-meeting](https://www.sawnee.coop/annual-meeting) for more details!

We look forward to seeing you at this year's Annual Meeting. Please contact our Customer Call Center at 770-887-2363, text 678-999-8124, email at customerservice@sawnee.coop or chat at [sawnee.coop](https://www.sawnee.coop) if you have any questions.



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

“If you tell the truth
you don't have to
remember anything.”

– Mark Twain

True Natural Gas has some of the lowest rates around.



Sawnee EMC's retail natural gas partner since 2007

Note: Sawnee EMC is *not* a certified gas marketer in the state of Georgia, but actively promotes the natural gas service of True Natural Gas, the certified natural gas marketer, as a value-added service to its members.

Here's WATTS Cookin' Cucumber, Tomato and Onion Salad

Ingredients:

1/4 c. extra-virgin olive oil

2 tbsp. vinegar (red wine, white wine, or rice wine)

2 tsp. kosher salt

1/4 tsp. garlic powder

1/4 tsp. freshly ground black pepper

4 c. cherry tomatoes (1½ lb.), halved

1 cucumber, quartered lengthwise
and sliced

1/2 medium onion, thinly sliced



1/2 cup roughly chopped fresh herbs
(such as basil, cilantro, dill, mint,
and/or parsley)

Instructions:

In a large bowl, whisk oil, vinegar, salt, garlic powder, and black pepper. Add tomatoes, cucumber, onion and herbs and toss well to combine. Let sit at room temperature at least 15 minutes or refrigerate up to 12 hours. Before serving, sprinkle herbs over salad.

Thanks to Dale Graham 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.