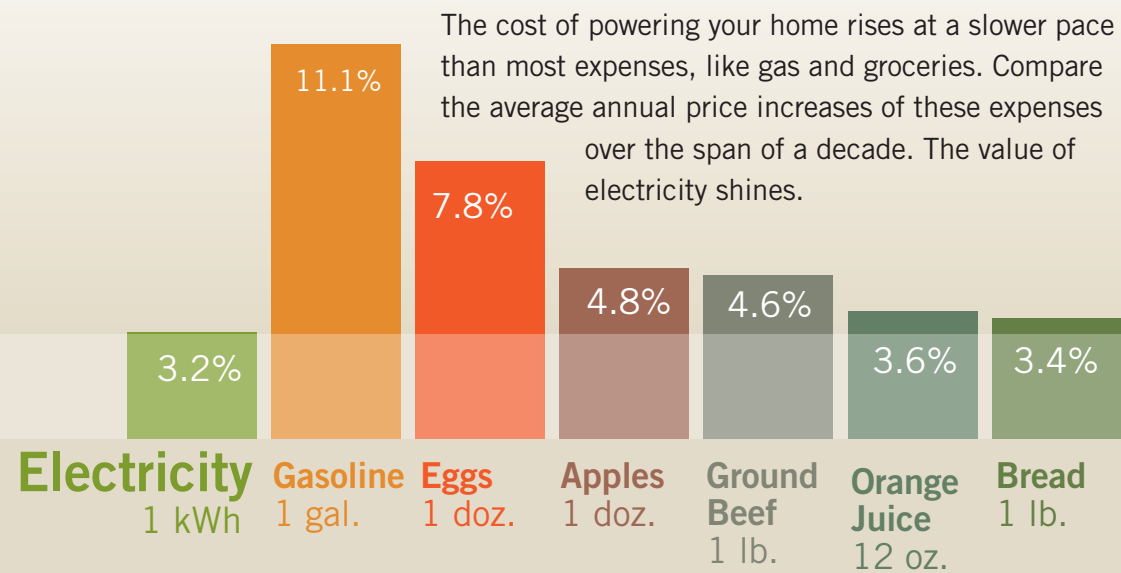


Electricity = Great Value



The cost of powering your home rises at a slower pace than most expenses, like gas and groceries. Compare the average annual price increases of these expenses over the span of a decade. The value of electricity shines.

Based on a 12-month average percent change, 2002–2012. Source: U.S. Bureau of Labor Statistics Consumer Price Index.

ENERGY STAR and WaterSense Sales Tax Holiday

October 5, 6 & 7

ENERGY STAR and WaterSense are combining forces to give Georgia residents a break next month. Sales of the following items* will be exempt from state and local sales tax on Oct. 5–7:

WaterSense

- Bathroom sink faucets
- Faucet accessories (such as aerators)
- High-efficiency toilets
- High-efficiency urinals
- Showerheads
- Weather- or sensor-based irrigation controllers

ENERGY STAR

- Dishwashers
- Washing machines
- Air conditioners
- Ceiling fans
- Fluorescent light bulbs
- Dehumidifiers
- Refrigerators
- Doors
- Windows
- Programmable thermostats

Visit bit.ly/wemc_tax

*All eligible products must be ENERGY STAR or WaterSense certified and be purchased for personal use with a sales price of \$1,500 or less.

where are you? Unclaimed Refunds

Take a look at these Walton EMC customer-owners who discontinued service. We mailed refunds of deposits and/or membership fees, but the Post Office returned them.

If you know someone on this list, please have them contact us at 770-266-2519.

Abreu, Jhazmin; **Alarape**, Yemisi C.; **Anderson**, Jennifer N.; **Ayota**, Patrick; **Baptiste**, Dierdra A.; **Bercy**, Raymond; **Blackmon**, Joyce W.; **Bolton**, Lorine S.; **Brandorf**, Angela D.; **Brown**, Daniel L.; **Campbell**, Rubye; **Davis**, Tiffany M.; **Ergle**, Deborah L.; **Frazier**, Barbara; **Gbaguidi**, Noukpo N.; **Hinton**, Lisa D.; **Howell**, Noami M.; **Ivy Property Management, LLC**; **Jack Cooper Logistics**; **James**, Sherland D.; **Jin**, Gang G.; **Jomco, Inc.**; **Key Property Service, LLC**; **Laconcha**, Haydee; **Li**, Yanbing; **Martin**, Gertrude; **May**, Al-Lynne D.; **Miller**, Tonya M.; **Moyers**, Raymond M.; **Nguyen**, Kim; **Nwankwo**, Emmamuel; **Obiora**, Patrick; **Robertson**, Isaiah; **Rockbridge Road, LLC**; **Shaver**, Charlie M.; **Solutions Realty Network**; **Stephens**, Kari; **Suarez**, Kari; **Tri County Trading Post**; **WRI Capital Group**

Walton EMC
Customer-Owned Electric Power

Realite

The news you need to know in 5 minutes!

SEPT 2014

Walton EMC
waltonemc.com

SEPT 2014 Volume 65, No. 9

QUICK GUIDE

IF YOUR POWER IS OUT
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waltonemc.com > Report an Outage

FIND US
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Snellville – 3645 Lenora Church Rd.
Watkinsville – 2061-D Hog Mountain Rd.
Web waltonemc.com
Facebook facebook.com/waltonemc
Twitter twitter.com/waltonemc
YouTube youtube.com/user/emctv

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Call Center > M–F, 7A–7P
Business Offices > M–F, 8A–5P

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Sr. VP Power Supply Robert Rentfrow
Sr. VP Finance Marsha Shumate
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Board Vice Chair Michael Lowder
Board Sec./Treas. Tommy Adcock
Board Members Johnny Allgood, Warren Few, Mary Ann Hartman, Sam Simonton, Jim Whitley, Bobby Williams

Comm. Coordinator Greg Brooks, MCC, CCC
Comm. Representative Savannah Chandler, MCC
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“Highest in Customer Satisfaction among Midsize Utilities in the South”

–J.D. Power

Thanks! It's all because of you, our customer-owners.

According to a just-released report by J.D. Power, Walton EMC ranks highest in customer satisfaction among midsize utilities in the South.

The study ranks residential electric providers in four geographic regions across the U.S.: South, East, Midwest and West. Utilities are further categorized by size with midsize utilities having between 100,000 and 499,999 customers.

J.D. Power examines six factors to measure customer satisfaction: power quality and reliability, price, billing and payment, corporate citizenship, communications and customer service.

Overall customer satisfaction across the entire electric utility industry has also increased for the second consecutive year, says the study.

“Being a cooperative, our primary focus and reason for being is serving our customer-owners,” says Walton EMC CEO Ronnie Lee. “We appreciate the confidence our customer-owners place in us as shown by the J.D. Power award.”

“Just because we ranked highest doesn't mean we won't stop trying to improve,” says Lee. “It's our goal to provide better service every single year.”

Since 1968, J.D. Power has been conducting quality and customer satisfaction research based on survey responses from millions of customers worldwide. With high consumer brand recognition and confidence, the company is ranked as one of the top global and U.S. research companies.

Walton EMC received the highest numerical score among midsize utilities in the South in the proprietary J.D. Power 2014 Electric Utility Residential Customer Satisfaction StudySM. Study based on 104,460 online interviews ranking 30 providers in the South (AL, AR, FL, GA, LA, MS, NM, OK, SC, TN, TX, VA). Proprietary study results are based on experiences and perceptions of consumers surveyed in July 2013–May 2014. Your experiences may vary. Visit jdpower.com.



Customer Satisfaction

Index Rating

664 POINTS

South Midsize Average

735 POINTS

Walton EMC

*J.D. Power 2014 Electric Utility Residential Customer Satisfaction StudySM, based on a 1,000-point scale.

©2014. Walton EMC is a customer-owned power company. That means our cooperative focuses on service, not profit. We serve more than 120,000 accounts in Athens-Clarke, Barrow, DeKalb, Greene, Gwinnett, Morgan, Newton, Oconee, Rockdale and Walton Counties.

Our subsidiaries supply natural gas and security services.



Greek Chicken Avgolemono Soup

- 1 whole chicken
- ¼ stick butter
- 1 chicken bouillon cube or chicken base equivalent
- Salt
- 1 cup orzo
- 2 eggs, separated
- 1/3 cup lemon juice
- 1 tablespoon cornstarch



Avgolemono is Greek and means egg-lemon.

Place chicken in 8-quart pot and cover with water. Add ¼ stick butter, one chicken bouillon cube (or use chicken base for better taste) and salt to taste. Boil for one hour. Remove chicken from pot when done. Add 1 cup orzo and cook. After orzo is tender, turn off heat.

In a large bowl, beat two egg whites until fluffy. Add yolks, 1/3 cup lemon juice and 1 tablespoon cornstarch, stirring gently. Slowly start adding chicken broth from pot. Keep adding until bowl is fairly warm, then transfer all to pot.

Do not bring this mixture to a boil as it may curdle the eggs. To serve, debone the chicken and add back to soup (or serve on the side if desired). Option: cook onion, carrots and celery in soup at least 30 minutes before adding orzo.

Thanks! to **Georgi Mertzanis of Lawrenceville,** for sharing this recipe. *The recipes featured are not independently tested, so we depend on the accuracy of the cooks sending them. Always use safe food handling, preparation and cooking procedures from recognized experts.*

Share! If you have a great recipe you've prepared and want to share with other Walton EMC customer-owners, we'd love to have it. If we use your recipe, you'll win a prize!

Mail to Walton EMC, Attn: Recipes, P.O. Box 260, Monroe, GA, 30655 or email to recipes@waltonemc.com.

Walton EMC fleet gets first

ELECTRIC CAR

One day, your grandchildren could ask, "What's a gas station?"

Electric vehicles are starting to gain ground and your cooperative has joined the momentum by buying a Nissan Leaf. It already has several hybrid vehicles.

"It just makes sense to add an electric vehicle to our fleet so we can become a better resource for our customer-owners," said Ron Marshall, Walton EMC's vice president of engineering. "We can take what we learn and pass it along."

Electric vehicles have some obstacles to overcome to gain widespread consumer acceptance. But as technology advances, expect huge strides.

Currently, the most limiting factor for electric vehicles is their practical travel range on a single charge. That range varies widely by brand and optional upgrades. For example, a standard Nissan Leaf goes about 80 miles per charge,

while a more expensive brand like the Tesla delivers three times that – 240 miles – per charge.

The time it takes to get that charge also needs some improvement.

There are three charging options available for electric vehicles.

The portable charging station included with the automobile takes about 20 hours per charge. Upgrading to an aftermarket home charging station shortens that time to eight hours.

A commercial "supercharge" station does the same job in about 40 minutes, but is impractical for homeowners. That's due to the price tag and the 480-volt connection that's not available in residential electric systems.

For some enthusiasts, owning an electric vehicle is more like a hobby. Stretching distances between charges and mapping road trips based on charging station locations is part of the fun.

Electric cars create no emissions, making them a much better choice for the environment.



Although many people choose an electric car on an economic basis, others prefer them for solely environmental reasons. Walton EMC's Nissan Leaf emits no harmful emissions.

For others, cost savings take priority. Still others buy an electric vehicle for purely environmental reasons.

Averaging a half charge per day, the typical electric car owner can expect to pay around \$24 per month to operate their vehicle. For them, this is much better than forking out upwards of \$3 per gallon of gasoline.

Walton EMC offers a special rate for electric car owners to promote the switch from the pump to the grid. Of the 57 customer-owners currently taking advantage of this incentive, 54 of them drive Nissan Leafs.

Electric cars create no emissions, making them a much better choice for the environment. That's the reasoning behind Georgia's state tax credit of up to \$5,000 for buying or leasing an electric vehicle. Another advantage is the lack of motor-driven moving parts that makes oil changes and transmission maintenance a non-issue.



Walton EMC Marketing Specialist Cindy Haddon connects the co-op's Nissan Leaf to an aftermarket charging station. Haddon gets about 70 to 80 miles from one charge.



Walton EMC has installed a 240-volt aftermarket charging station for its Nissan Leaf. The professionally installed station charges the car in about eight hours. The 120-volt charging station included with the car takes about 20 hours to fully charge the vehicle.

The Leaf's display indicates the car's percentage of charge and an estimated distance the car can travel. Accessories, like the air conditioner, reduce the distance.



An electric car might be a good option if:

- you have a relatively short commute.
- you are environmentally conscious.
- you have a regular schedule.

It's better to stick with gasoline if:

- you drive more than 80 miles daily.
- your schedule changes frequently.

Check out these websites for more details on electric cars:
NISSAN LEAF nissanusa.com **TESLA** teslamotors.com