

Walton EMC
Customer-Owned Electric Power

COUNT on GO-OP

120,602
customer-owners

10
counties

24/7
Service

99.99%
Reliability

54,430
ORU participants

2013
ANNUAL
REPORT

\$3,000,000
Refunded





View our
2013 Financial
Statements

Success is often gauged in numbers. We're proud of how Walton EMC measured up statistically in 2013. Increases in membership, millions of dollars refunded to customer-owners and 99.99 percent reliability were indicators of exceptional performance.

But the year can also be summed up in how the interests of customer-owners were always the top priority. New technologies, services and products debuted to meet emerging needs and wants. Co-op employees were on call 24/7 to quickly restore power when outages occurred. At the same time, the cooperative remained dedicated to community projects that improve the quality of life in our service area.

Whether it's tallied in numbers or intangibles like service and commitment, Walton EMC's benefits add up. By any calculation, you can always **Count On Co-op**.

Ronnie Lee
CEO

Warren Few
Board Chair

COUNT ON CO-OP

PERFORMANCE

DEPENDABILITY

SATISFACTION

SERVICE

CARING

GOVERNANCE

120,602

Walton EMC customer-owners in 2013

After a five-year lull, Walton EMC's membership numbers began climbing due to a revived housing market and business startups and expansions in the region.



\$3M

In December 2013, Walton EMC's board of directors again voted to refund \$3 million in capital credits to customer-owners. A total of \$49 million has been returned to members in the last 26 years. Approximately 108,000 customer-owners who had accounts in 1987 and/or 2012 received a refund.

NOT-FOR-PROFIT



24/7

Walton EMC employees are on watch all day, every day using the latest technology to monitor the quality and consistency of the system's electricity delivery. If something should go wrong, well-trained repair crews are on call around the clock to restore power as quickly as possible.

RELIABLE



\$675

In 2013, the typical Walton EMC customer-owner saved \$56.28 monthly, or about \$675 annually, as compared to what it costs for the same service from Georgia Power, revealed a Georgia Public Service Commission study. That's enough savings to buy 12 tanks of gas or 96 ribeye steaks!

AFFORDABLE



172 Years

Walton EMC's board of directors have a combined 172 years of cooperative leadership experience ranging from Bobby Williams and Mary Ann Hartman, who have served 34 years each, to newcomer Michael Lowder of Watkinsville (pictured), who became a director in 2013.

SELF-GOVERNING

COUNT ON GO-OP

PERFORMANCE

DEPENDABILITY

SATISFACTION

SERVICE

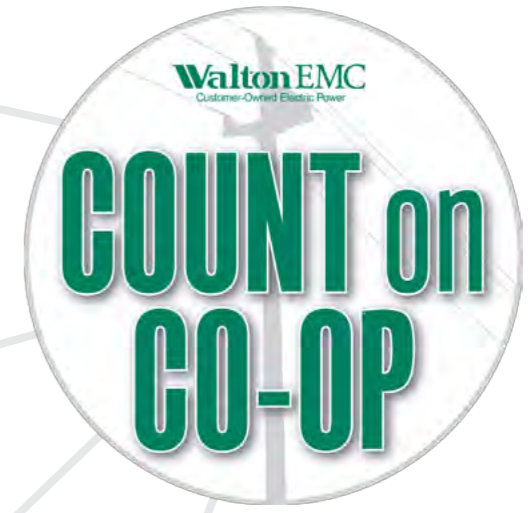
CARING

GOVERNANCE



99.99% Reliability

The average Walton EMC customer-owner experienced 99.99 percent electric service reliability in 2013.



A can-do crew

Walton EMC linemen again brought home top awards from the annual Georgia Lineman's Rodeo. Practicing for this event sharpened their skills and knowledge in keeping your lights on, which can save time, money and lives. Apprentices Jonathan Brooks and Adam Simmons led the way, capturing second- and third-place awards, respectively, in both the overall and EMC divisions. The journeyman team of Bradley McCallister, Preston Roberts and Ryan West placed third overall and in the EMC division.



Walton EMC crews restored most power in less than an hour from the time it was reported.

2013: By the numbers

825,000

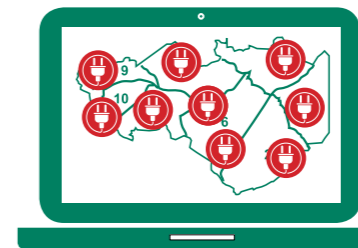


Calls answered at Walton EMC Call Center

6,874



Miles of power lines maintained



133,872 Website outage map views

26,000

Customer service transactions by Internet @

600 miles

of right-of-way cleared in 2013 to help prevent power interruptions caused by fallen limbs and trees and ensure access to lines in the event of an outage

COUNT ON GO-OP

PERFORMANCE

DEPENDABILITY

SATISFACTION

SERVICE

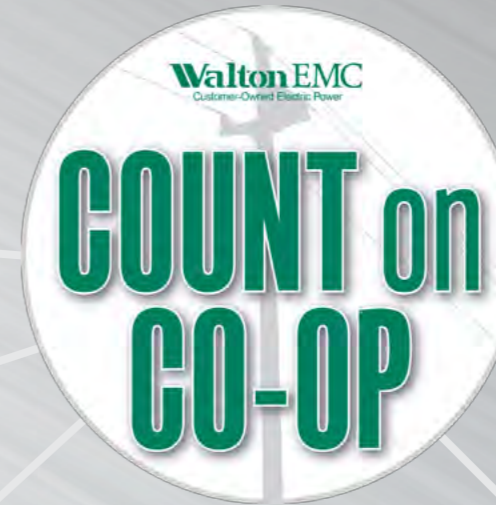
CARING

GOVERNANCE

Walton EMC linemen participating in the International Lineman's Rodeo were, left to right from top, Jonathan Brooks, Adam Simmons, Ryan West, Josh Wollaver, Bradley McCallister and Preston Roberts.

#1 Priority

The satisfaction of our customer-owners



Rick Jones ▸ Walton EMC

February 24, 2013 · Snellville, GA · 🌐

I put in an online service request around 530-600 today and by 730, two trucks and their crews were done and I was back online - I am amazed and grateful. I will be switching my gas to Walton by the end of the week. Ya'll ROCK!!!

Like · Comment · Share · 👍 4 💬 8



Deborah Thomas ▸ Walton EMC

March 24, 2013 · 🌐

Just had a power outage at 6a on a very rainy morning. Reported it via the website, had an immediate callback from a very nice person to confirm the report and a crew showed up within the hour to fix the problem that took 10 minutes. Then recd follow up call that confirmed the problem was repaired and even told me the current time for setting clocks. Great service, thank u.

Like · Comment · Share · 💬 1

Dear Walton EMC,
This past Monday evening half of the power in our home went out. We assumed it would be Tuesday before we had a resolution. But, no! We're talking about Walton EMC! In a day and age when computers have replaced personalized service and customer service is a rarity, Walton EMC has remained true to the ideals of an excellent company.

Thank you so much for fixing our problem, even more so, being a company that we can count on for all of our many years as your customers.

With Great Appreciation,
Kathy and Mike Hallaway

My name is Harry Brantley. I work for Rockdale Public Schools. I wanted to give your teams a big THANK YOU for the QUICK RESPONSE this morning at J.W. HOUSE ELEMENTARY. You guys made a very stressful situation turn into smiles this morning. I called in the power outage around 7:00-7:10 a.m. and before 8:00 a.m. we were running with full power again.

I have been here for 25+ years now and Walton EMC has never let us down.

THANKS AGAIN: HARRY BRANTLEY

COUNT ON GO-OP

PERFORMANCE

DEPENDABILITY

SATISFACTION

SERVICE

CARING

GOVERNANCE

3-peat!

For the third consecutive year, Walton EMC Natural Gas ranked highest in Georgia natural gas retail customer satisfaction in a study by respected researcher J.D. Power and Associates. The study measures customer satisfaction by examining six key factors: price, billing and payment; corporate citizenship; communications; enrollment/renewal; and customer service.



An app for that

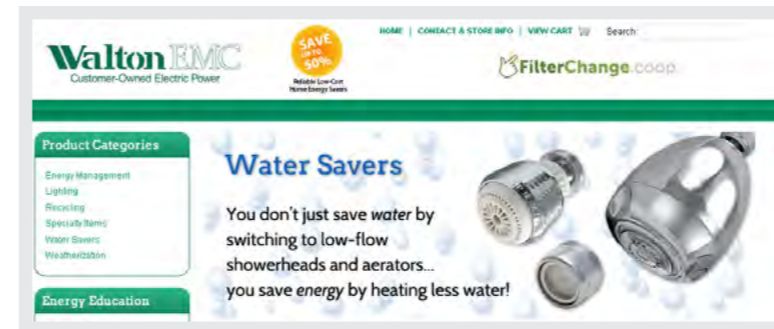
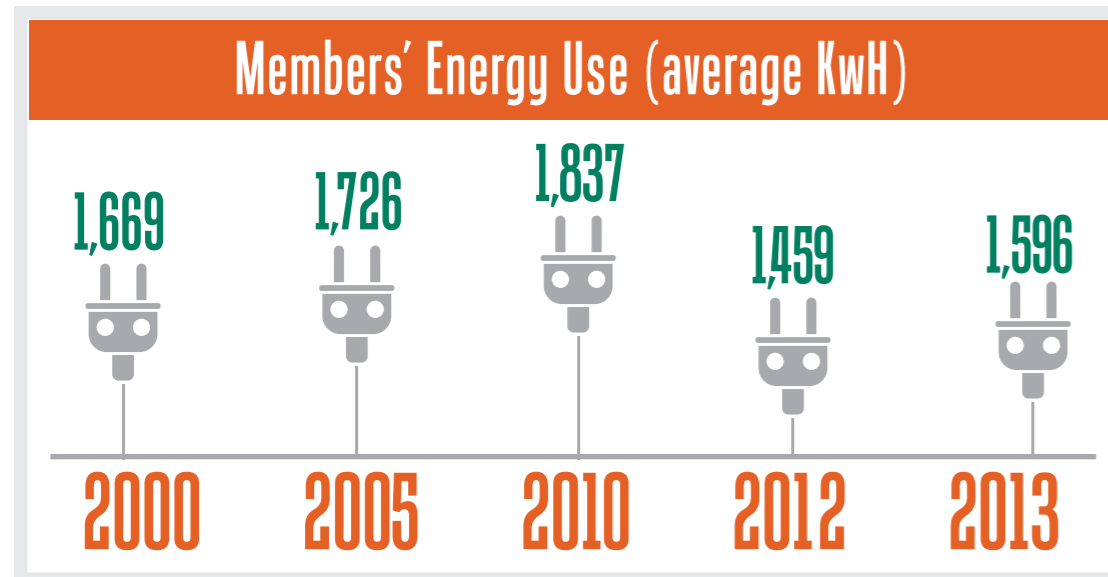
The free myWaltonEMC mobile app debuted in fall 2013, giving customer-owners on-the-go access to their co-op account. The new app can be used on smartphones, tablet computers and other mobile devices. It gives members fast, secure account access for managing account details, viewing bills and account balances, making payments, scheduling alerts and notifications, reporting outages and staying connected with the co-op via Facebook and Twitter.



72,260
Walton EMC
Natural Gas customers



42,500
EMC Security customers



Up to 50% off

Walton EMC introduced the EnergySavers store (www.energysavers.coop), offering reliable, low-cost energy-saving products priced up to 50 percent off retail. Online shoppers can order products for lighting and water management, energy monitors and weatherization supplies — all at discount prices and shipped direct to customers' homes.



For the 19th consecutive year, Walton EMC communicators were recognized for excellence in providing information to the cooperative's consumer-owners. Savannah Chandler and Greg Brooks received four top awards in the Cooperative Communications Association's international contest, adding to a collection that totals 54 awards since 1992.

COUNT ON GO-OP

PERFORMANCE

DEPENDABILITY

SATISFACTION

SERVICE

CARING

GOVERNANCE



The Walton County Boys & Girls Club was among the local organizations receiving donations from Walton EMC employees.

Change-ing our world

Through Operation Round Up, Walton EMC's community assistance program, thousands of customer-owners pooled their small change to make a big difference. By voluntarily rounding up their electric bill to the next dollar — averaging about 50 cents per month — participants collectively gave \$263,431 to 57 local community organizations in 2013.



54,430

customer-owners donated to Operation Round Up

\$70,035

Funds raised and donated to area organizations by Walton EMC employees exemplify the cooperative principle "concern for community."

Cookin' for charity

Proceeds from sales of Walton EMC's cookbook, "Through the Years," benefitted the Atlanta Two-Day Breast Cancer Walk. The book features more than 650 recipes for salads, appetizers, beverages, soups, vegetables, sides, main dishes, breads, desserts and more.



The Bud Wiley Memorial Golf Tournament hosted by Walton EMC employees has raised nearly \$7,500 for Extra Special People, a Watkinsville organization serving developmentally disabled children in eight Northeast Georgia counties. Wiley, an active Walton EMC board member and supporter of ESP, passed away in 2012.



Unclaimed Walton EMC refunds provided funding for Walton Electric Trust to present \$4,000 college scholarships to 44 high school graduates. Since its inception, the scholarship program has awarded 190 scholarships worth \$462,750.



COUNT ON GO-OP

PERFORMANCE

DEPENDABILITY

SATISFACTION

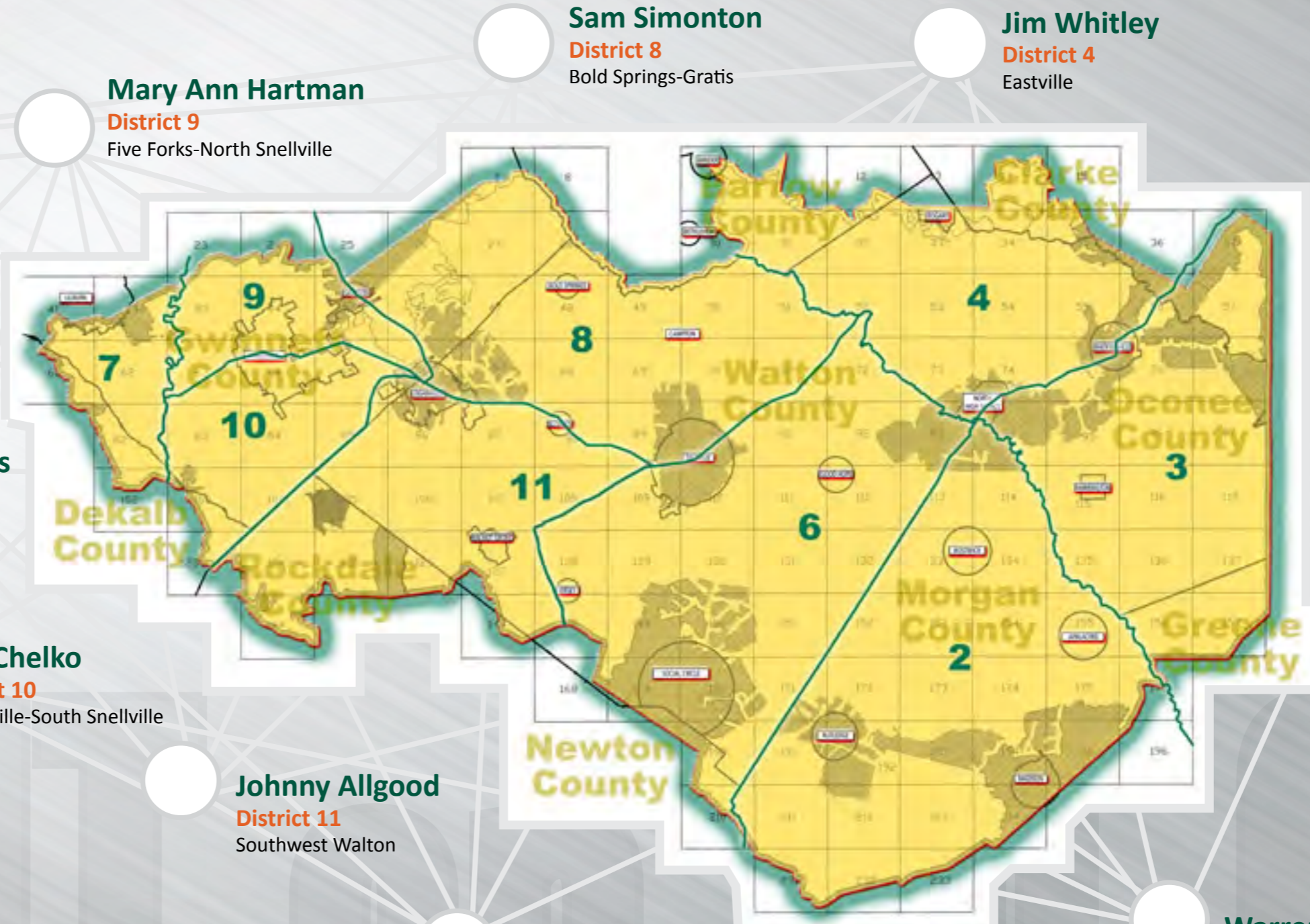
SERVICE

CARING

GOVERNANCE

2013 Board of Directors

Serving 10
Northeast Georgia counties



Mary Ann Hartman
District 9
Five Forks-North Snellville

Sam Simonton
District 8
Bold Springs-Gratis

Jim Whitley
District 4
Eastville

Bobby Williams
District 7
Mountain Park

Michael Lowder
District 3
Farmington

Dan Chelko
District 10
Centerville-South Snellville

Johnny Allgood
District 11
Southwest Walton

Tommy Adcock
District 6
Good Hope

Warren Few
District 2
Bostwick-Apalachee-Rutledge

9 Walton EMC is governed by its customer-owners who elect nine members to represent their interests on the board of directors.

COUNT ON CO-OP

PERFORMANCE

DEPENDABILITY

SATISFACTION

SERVICE

CARING

GOVERNANCE