

Youth tour contest fulfills capitol dreams for local students

More than 25 area high school students recently competed to win an all-expense paid trip to Washington, D.C., as a participant in Walton EMC's Washington Youth Tour.

The Youth Tour was born from the value electric cooperatives, like Walton EMC, place on younger generations.

Sophomore and junior high school students who live or learn at a location served by Walton EMC competed for four spots to represent their cooperative at our nation's capitol.

A written test focused on information about the cooperative whittles competitors to eight finalists. An interview portion narrows those eight finalists down to four winners.

The selected representatives receive a top-notch experience that includes meetings with state and national leaders and leadership training, as well as visits to all the major sights of our nation's capitol.

Each year, the applications are due in February; the contest takes place in March and the Washington Youth Tour is scheduled for June.



BACK ROW: (left to right) Atin Mollakarimi, Brookwood; Abi Ivemeyer (winner) Brookwood; Joanna Scoggins, homeschool and Tena Nguyen (winner) Brookwood. **FRONT ROW:** Kusona Fortingo (winner), Brookwood; Mehul Mehra (winner) Shiloh; Grace Kim, Brookwood and Cameron McCanless, Morgan County.

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THE *Rundown* } **inside:** improved contact center, rate comparison, exploring our landmarks
on the back: youth tour, security special

The news you need to know in 5 minutes!

APR 2016

Walton EMC
waltonemc.com

APR 2016 Volume 67, No. 4

QUICK GUIDE



IF YOUR POWER IS OUT

770.267.2505

waltonemc.com > Report an Outage

FIND US

Phone 770.267.2505

In person Monroe – 842 US Hwy. 78

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/emctv

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Design by mPrint Design Studio

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SOLAR SIGNUPS AGAIN UNDERWAY

Don't miss out on your chance to participate!

With Walton EMC's second solar project nearing completion, now is the time to sign up for your share of energy from the sun.

For only \$25 per month, you can receive the electricity from 5.7 solar panels. That solar energy replaces a portion of the energy you get from traditional generating methods.

PRICING AND ENERGY PRODUCTION

Blocks of solar capacity are \$25 each per month. Each block, equal to about 5.7 solar panels, is expected to produce between 180 and 260 kWh of solar energy monthly. Energy output varies due to the sun's angle, time of year, number of cloudy days in the month and other factors.

AVAILABILITY You can sign up for two blocks of solar capacity. Requests for more than two blocks will be handled on a case-by-case basis. Only residences served by our electric grid can participate.

kWh = kilowatt-hours

SIGN-UPS Sign-ups are open now on a first-come, first-served basis. **Apply at 770.267.2505.** We are not able to take online requests at this time. A waiting list is available if blocks are sold out. If you are already on the waiting list, there is no need to call again.

BILLING You will be billed \$25 monthly for each block of solar capacity. The kWh produced by your block in each calendar month will offset the same number of kWh on your bill.

If your block produces more kWh than used during the billing period, you will receive a credit for the excess. You will be informed of any price change at least 30 days in advance.

LENGTH OF COMMITMENT You can discontinue your solar energy commitment at any time by notifying us. If you leave the program, Walton EMC cannot guarantee there will be availability if you decide to rejoin.

An example of how billing for solar energy works:

Your home uses 1,500 kilowatt-hours (kWh) for the month. 5.7 panels produce 230 kWh for the month.

1,500 kWh (total amount)
– 230 kWh (solar amount – paid through \$25 solar fee)

= 1,270 kWh (billed at regular rate)



Installers for Radiance Solar work diligently to mount solar panels for Walton EMC's second solar project south of Monroe. The project will bring the cooperative's solar generating capacity to 3 ½ megawatts and is almost sold out.

Call 770.267.2505 today!

exploring our LANDMARKS

How well do you know Walton EMC's service territory? Take a look around your co-op's 10-county area and you'll find some interesting, beautiful, historic and just plain cool spots. Some of the locations we choose may be hard to identify, but we think they're worth knowing about.

win a prize Guess the location of this scene found within Walton EMC's service territory. We'll draw from the winners of all correct guesses for a \$25 gift card.



This majestic eagle greets visitors as they arrive to pay respect to our nation's veterans.

email your guess with the subject line "APRIL LANDMARKS CONTEST" no later than May 5 to landmarkscontest@waltonemc.com for your entry to qualify.

LAST MONTH'S LANDMARK: The Apalachee School House is located seven miles north of Madison on Lower Apalachee Road, just off U.S. Highway 441.

JANUARY WINNER: Jerry Bartlett

Contact with us getting even better

If you've called us on a regular business day, you've experienced our award-winning call center.

That experience is about to get even better.

Walton EMC's call center is changing its name to contact center. That's because we're placing an increased emphasis on serving customer-owners through electronic technologies like online chat and email.

But it's not just electronic communications handling that's getting more horsepower. Our phone system is also being upgraded to make that experience faster and better.

"We're striving to meet your request or resolve your issue by speaking to just one person on just one call," says Consumer Services Director Sherry Horvieth. "We're proud that our customer-owners speak to local people, not some person in a faraway cubicle. Most of our customer care representatives are also Walton EMC customer-owners, so they understand just how to take care of you."



Customer Care Spotlight

MONICA WALKER

Experience: 18 years

Favorite part of job: Being able to help our customer-owners

Likes outside of work: Running, spending time with family

Customer service tip: "Know the correct address when you call to start, stop or make a change to your service."

COMING ATTRACTIONS

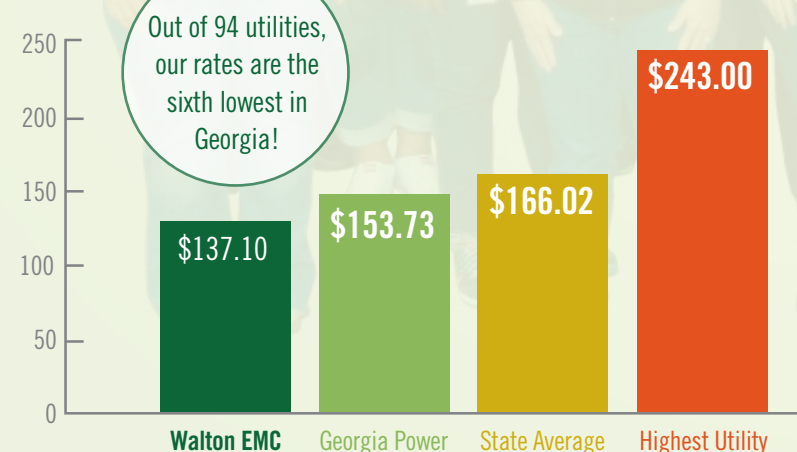
- **No more holding if you call. Receive a return call from one of our representatives without losing your place in the on-hold queue.**
- **More than double the number of incoming lines.**
- **Online chat.**
- **A more secure over-the-phone credit card payment system.**
- **Improved and easier email communication and response.**



How much do you pay?

A rate comparison by the Georgia Public Service Commission

Data from the Winter 2016 Georgia Public Service Commission Electric Rate Survey, January 2016, for 1,500 kilowatt-hours, the closest survey level to what the average Walton EMC customer-owner used in January, which is 1,605 kilowatt-hours.



Other Ways to Communicate with Us

If you have a routine request, electronic communication is faster and more convenient.

Use our website, waltonemc.com, to:

- Start service
- Stop service
- Transfer service to a new location
- Update account information

Use our website OR mobile app to:

- Report an outage
- See current outages
- Pay your bill
- See your billing and payment history
- Look at your past energy use

Use our mobile app to:

- Set account alerts like due date reminders, payment confirmations and more

Customer Care Spotlight

HAROLD CALLAWAY

Experience: Four years

Favorite part of job: Talking to and assisting customer-owners; setting up new accounts

Likes outside of work: Shopping, yard work, antiquing

Customer service tip: "Try waltonemc.com first. For many things, it's much quicker."



Customer Care Spotlight

GRACE LEE-XIONG

Experience: Nine years

Favorite part of job: Finishing a call from an upset customer-owner and knowing I helped them feel a lot better

Likes outside of work: Taking my three children to soccer; staying at home

Customer service tip: "Have your account number ready when you call."



PRODUCT CONTENT LABEL			
The product is sold in blocks of 150 kilowatt hours (kWh). The product will be made up of the following renewable resources.			
Green-e Energy Certified New ³ Renewables in Walton EMC Green Power Program	Generation Location		
	2015 ¹	2016 ²	
Biomass	100%	100%	Georgia
Geothermal	0%	0%	
Eligible Hydroelectric	0%	0%	
Solar	0%	0%	
Wind	0%	0%	
TOTAL	100%	100%	

1. The 2015 figures reflect the resources that were supplied for the year ending December 31, 2015. 2. The 2016 figures are prospective and reflect the power that we have contracted to provide. Actual figures may vary according to resource availability. We will annually report to you before August 1 of next year in the form of a Historic Product Content Label the actual resource mix of the electricity you purchased. 3. New Renewables come from generation facilities that first began commercial operation within the past 15 years. This product includes generation from a facility that is approved for extended use by Green-e Energy.

For comparison, the current average mix of resources supplying Walton EMC includes: Coal (48%), Nuclear (42%), Oil (0%), Natural Gas (5%), Hydroelectric (5%), and Other (0%).

The average home in the United States uses 909 kWh per month. [Source: U.S. EIA, 2013]

For specific information about this electricity product, please contact Walton Electric Membership Corporation, (770) 267-2505, Customer Service: csr@waltonemc.com



Green-e Energy certifies that Walton Electric Membership Corporation Green Power Program meets the minimum environmental and consumer protection standards established by the non-profit Center for Resource Solutions. For more information on Green-e Energy certification requirements, call 1-888-63-GREEN or log on to www.green-e.org.