

CORONAVIRUS

Save energy at home

As you do your part to stop the coronavirus spread, you'll be at home more than usual. This means higher energy use that will be reflected on your electric bill.

Your heating and cooling system is the largest energy user:

- Change filters at recommended intervals.
- Make sure inside vents are not obstructed by rugs or furniture.
- Keep items or debris away from the outdoor unit.
- When heating, set the thermostat to a lower temperature and wear extra clothes. When cooling, set the temperature higher and use ceiling fans.
- Open the blinds in the winter and close the blinds in the summer.
- Limit door and windows openings when running the system.

Next comes the water heater:

- Fix all leaks and drips.
- Don't let hot water run needlessly.
- Insulate hot water pipes.
- If your water heater is warm to the touch, consider wrapping it in an insulating blanket.
- Lower the water heater's temperature to 120 degrees.

MORE TIPS

- Make sure all lighting is LED.
- Turn lights, appliances and electronics off when not in use.
- Only run the washer, dryer and dishwasher when full.
- When air conditioning, shift use of heat-producing appliances away from the hot part of the day.



Don't fall prey to scammers

Crises bring out the best in some people and the worst in others. Don't fall prey to those who will try to take advantage of these unusual times.

Although we do provide pre-recorded courtesy reminders and alerts to help you manage your electric bill, we will never call you demanding payment to avoid disconnecting your electric service. If you receive a call demanding payment by a credit card, prepaid card, a money wire or any other method, hang up!

If you're not sure, call us at 770-267-2505.

You can't trust caller ID these days. Criminals use computers to change the phone number you see on the caller ID display.

WALTON EMC WILL NEVER:

- Call and threaten you with immediate disconnect.
- Ask you to pay with a prepaid card (like "Green Dot" or "Bluebird" cards).
- Ask you to pay by wiring money.
- Ask you to pay with a gift card.

ONLY PAY YOUR ELECTRIC BILL BY:



logging on to
mywaltonemc.com



using the
myWaltonEMC
smartphone app



calling
770.267.8409

WaltonEMC
Customer-Owned Electric Power

realite

APR '20

SPECIAL
CORONAVIRUS
EDITION

BILLING AND PAYMENTS

Co-op working with customer-owners during coronavirus emergency

Walton EMC has implemented temporary measures concerning billing and payments during the coronavirus crisis.

"We realize that the multitude of closures may make it hard for families and businesses to meet all their obligations," said CEO Ronnie Lee. "Because our focus is serving our customer-owners, we want to help them get through these difficult times."

As of press time, Walton EMC has suspended the disconnection of electric service due to non-payment. This applies to all accounts including residential, commercial and PrePay.

Customer-owners should check waltonemc.com, facebook.com/waltonemc and twitter.com/waltonemc for updates, announcements and the latest status on our disconnection policy.

"In addition to suspending disconnections, customer-owners should also take advantage of our other programs to help with bills and payments," said Lee.

PAYMENT ARRANGEMENTS

In many cases, our customer care representatives can work with customer-owners on a plan to spread out payments or catch up on past due balances. Each plan is tailored to the specific situation.

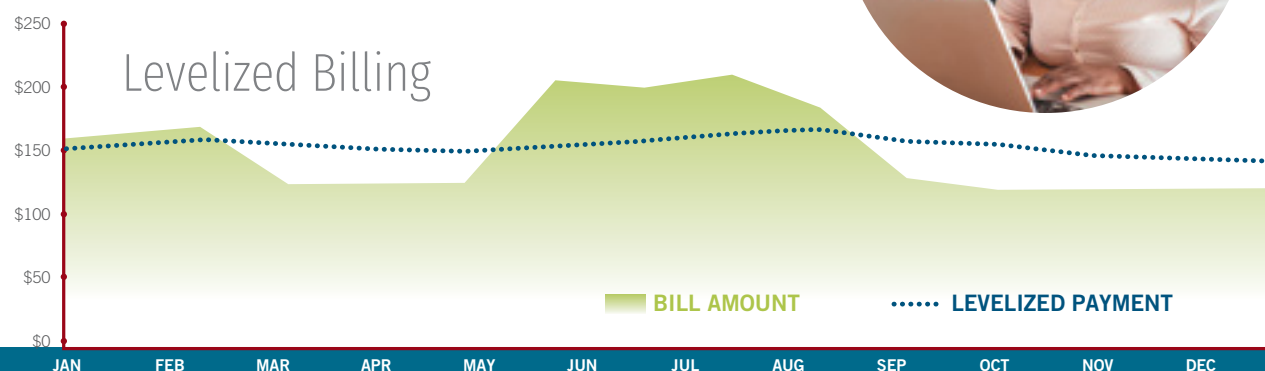
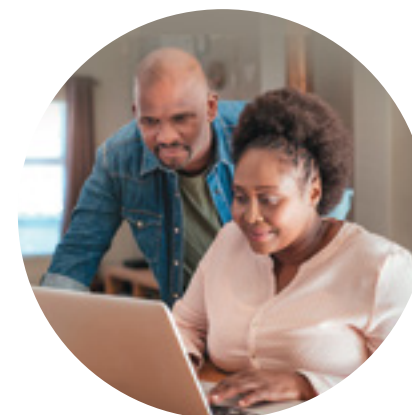
LEVELIZED BILLING

Levelized Billing allows residential customer-owners to pay nearly the same amount on their electric bill each month, removing the month-to-month peaks and valleys caused by changing weather, changing energy use and other factors.

—continued inside

"Because our focus is serving our customer-owners, we want to help them get through these difficult times."

— CEO Ronnie Lee



WaltonEMC
waltonemc.com

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quick guide

IF YOUR POWER IS OUT

770.267.2505
waltonemc.com > Report an Outage

WHEN WE'RE AVAILABLE

Power Outages and Emergencies > 24/7
Contact Center > M-F, 7A-7P
Business Offices > M-F, 8A-5P

find us

Monroe 842 US Hwy. 78
Snellville 3645 Lenora Church Rd.
Watkinsville 2061-D Hog Mountain Rd.

Web waltonemc.com
Facebook facebook.com/waltonemc
Youtube youtube.com/emctv

emc leaders

- CEO Ronnie Lee
- COO/Senior VP Engineering and Operations Ron Marshall
- Senior VP Corporate Services Russell DeLong
- Senior VP Power Supply Robert Rentfrow
- Senior VP Finance Marsha Shumate
- VP Walton Energy and External Affairs Jim Bottone
- Board Chair Sam Simonton
- Board Vice Chair Dawn Taylor
- Board Secretary/Treasurer Dan Chelko
- Board Members Tommy Adcock, Billy Ray Allen, Johnny Allgood, Michael Lowder, Jason Sidwell, Jim Whitley
- Community and Public Relations Director Greg Brooks, MCC
- Communications Coordinator Savannah Chandler, MCC
- Design mPrint Design Studio

walton gas

NEED NATURAL GAS SERVICE?
770.GAS.HEAT or waltongas.com

emc security

NEED SECURITY SERVICE?
770.963.0305 or emcsecurity.com

©2020. Walton EMC is a customer-owned power company. That means our cooperative focuses on service, not profit. We serve more than 131,000 accounts in Athens-Clarke, Barrow, DeKalb, Greene, Gwinnett, Morgan, Newton, Oconee, Rockdale and Walton Counties.

Our subsidiaries supply natural gas and security services.

CORONAVIRUS

Working with customer-owners during emergency —continued from front

PREPAY

PrePay is pay-along electricity. Instead of receiving a monthly bill after the fact, you set the payment plan and amounts that fit your budget. PrePay gives you control over your energy costs and is available to most residential accounts. There is no extra cost or deposit for the program. PrePay may be right for you if it's easier to make weekly or bi-weekly advance payments, or you're interested in closely monitoring your energy use.



Check waltonemc.com, facebook.com/waltonemc and twitter.com/waltonemc for the latest status on disconnection procedures.

SENIOR CITIZEN LOW INCOME DISCOUNT

Qualifying seniors are eligible for a 50 percent monthly service charge discount.

To qualify:

- Be at least 65 years old.
- Have a total annual household income of \$20,000 or less.
- Only your primary residence is eligible.
- Apply in the customer-owner's name.

50%
SERVICE CHARGE DISCOUNT

BE AT LEAST
65
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\$20,000
OR LESS

Other programs available that are not administered by Walton EMC include:

UNITED WAY 211

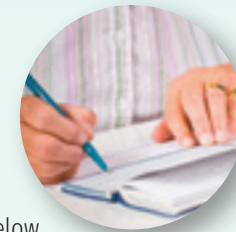
Dial 211 or visit unitedwayatlanta.org/need-help. You can also text your zip code and need to 898211.

LIHEAP

Qualified applicants may be able to receive home heating assistance.

To qualify:

- Household income must be at or below 60 percent of the state median income level.
- Person applying must be responsible for paying the energy costs of the primary home heating source and be a U.S. citizen or legal immigrant.



The assistance is generally a locally-issued check to the utility on your behalf. The one-time benefit ranges from \$350 to \$400.

Barrow, Clarke, Oconee:
770-532-3191

Greene, Morgan:
478-453-4111

DeKalb, Gwinnett,
Newton, Rockdale, Walton:
404-537-4300

Our contact center is open from 7A-7P, Monday-Friday.
770-267-2505

What we're doing

These are some of the measures Walton EMC has taken to ensure we'll be able to keep your power flowing:

- Canceling all non-essential business travel and meetings.
- Limiting internal meetings to small groups of 10 or less employees.
- Canceling non-essential visits to our offices by vendors, partners, consultants, etc.
- Closing the public auditoriums at our Monroe and Snellville offices.
- Furnishing cashiers who operate drive-throughs and night deposits with hand sanitizer, cleaning wipes and rubber gloves.
- Closing the customer lobbies at all our offices.
- Suspending onsite energy audits and bill inquiries.
- Implementing a sanitization regimen at all offices that will continue as long as necessary.
- Requiring sick employees to stay home.
- Practicing good hand washing techniques, workstation cleaning, social distancing and coughing/sneezing etiquette.
- Spreading out employees as much as possible.

Help us help you

It's not business as usual right now.

Our goal during these difficult times is to keep your electricity flowing while also keeping you and our employees safe and healthy. Here are a few ways you can help.

SAY "HEY" FROM SEVERAL FEET AWAY

As Southerners, we all love to be hospitable. But for right now, **please don't come any closer than 10 feet to our employees or crews that you might see working outside.**

USE OUR ONLINE TOOLS OR CALL

If you need to pay your bill or transact any other business with us, use our website at waltonemc.com or download the **myWaltonEMC app**. You can even report outages electronically, and they get the same priority as reporting by phone.

You can also call us at 770-267-2505. Our contact center is open from 7 a.m. to 7 p.m., Monday through Friday. As always, call us 24/365 for outages.

If you come to our offices, you'll only be able to use our drive-through window or night deposit.

STAY AT LEAST 10 FEET AWAY



STAY AT LEAST 10 FEET FROM OUR EMPLOYEES OR CREWS WHO MAY BE WORKING OUTSIDE.

USE OUR ONLINE TOOLS OR CALL

CONTACT US, PAY YOUR BILL, AND REPOST OUTAGES ONLINE OR BY PHONE.



See how to properly disinfect electronics and appliances at our blog: waltonemc.com/index.php/blog

