

## Bank Bill Pay

Keep these facts in mind if you pay your Walton EMC bill through your bank's bill pay service:

- Allow ample time for processing. If you pay on or near your electric bill's due date by using your bank's bill pay, your payment won't be on time. That's because payments can take up to several days to wind their way through the bank's processing systems. If your bank uses paper checks, allow extra time for delivery through the postal service.
- If you have multiple Walton EMC accounts (electric, gas, security), make sure the bank has every account number. If they don't, all your payments will be credited to only one account.
- Consider using our payment services. We automatically draft the correct amount from your bank account or credit card on the bill's due date and take care of making sure your multiple accounts are credited correctly. There are no fees for this service and we still send a paper or electronic bill. You know exactly what's going on.



Walton EMC's  
payment service has  
no fees, plus you'll  
still receive a bill.

## NOTICE

### Service Charges Changing February 1

One of the charges included in your monthly bill is a base service charge. The base service charge partially covers the fixed costs of delivering your electric service.

Among these fixed costs are building and maintaining power lines; responding to outages; reading your meter; generating, delivering and processing your bill; buying and maintaining the equipment used in keeping your power flowing; and performing other tasks necessary to ensure reliable electric service.

The service charge does not include the cost of electricity.

We're adjusting the service charge so it more accurately reflects the actual fixed costs it's designed to cover. Currently, some of the fixed costs of servicing your account are recovered through the energy charge or, in other words, what you pay for electricity. We are moving to more accurately allocate these costs, both fixed and energy, to their true sources.

Overall, this change will affect your bill very little. Your cooperative has some of the most favorable rates in the state and country. Because we're a cooperative, we'll never charge you more than it costs to deliver your electric service.

If you're over 65 and have a household income of less than \$15,000, please call us at 770-267-2505 to apply for our Senior Citizen-Low Income Assistance discount.

TYPE OF SERVICE	OLD CHARGE	NEW CHARGE
Residential	\$19.00	\$21.00
Residential TOU	\$22.00	\$21.00
Residential PrePay	\$22.00	\$21.00
General Service (Small Commercial)	\$30.00	\$32.00

FOR MORE INFORMATION SERVICE CHARGES,  
PLEASE WATCH [BIT.LY/WEMC\\_SERVICECHARGE](http://bit.ly/wemc_servicecharge)

Walton EMC  
Customer-Owned Electric Power

# Realite

THE *Rundown*

**inside:** keep washer going strong, electric blankets, three prong plugs  
**on the back:** ebank bill pay, new service charges

The news  
you need to  
know in  
5 minutes!

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Walton EMC  
waltonemc.com

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## 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](http://waltonemc.com)



Facebook [facebook.com/waltonemc](https://facebook.com/waltonemc)

Twitter [twitter.com/waltonemc](https://twitter.com/waltonemc)

YouTube [youtube.com/user/emctv](https://youtube.com/user/emctv)

### WHEN WE'RE AVAILABLE

Power Outages and Emergencies > 24/7

Call Center > M–F, 7A–7P

Business Offices > M–F, 8A–5P



### EMC LEADERS

CEO Ronnie Lee

Sr. VP Corporate Services  
Russell DeLong

Sr. VP Engineering & Operations Ron Marshall

Sr. VP Power Supply Robert Rentfrow

Sr. VP Finance Marsha Shumate

Board Chair Dan Chelko

Board Vice Chair Michael Lowder

Board Sec./Treas. Johnny Allgood

### Board Members

Tommy Adcock, Billy Ray Allen, Warren Few,  
Sam Simonton, Dawn Taylor, Jim Whitley

### Community and Public Relations Director

Greg Brooks, MCC

### Communications Coordinator

Savannah Chandler, MCC

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### NEED NATURAL GAS SERVICE?

770.GAS.HEAT > [waltonemcgas.com](http://waltonemcgas.com)



### NEED SECURITY SERVICE?

770.963.0305 > [emcsecurity.com](http://emcsecurity.com)



Get the most  
from your

## HEAT PUMP

Because heat pumps work a little differently than other types of heating systems, operating them for maximum efficiency is also different.

First, heat pumps don't create heat like a furnace — they move it. That makes them a highly efficient way to keep your home comfortable.

### FOLLOW THESE TIPS TO GET THE MOST FROM YOUR HEAT PUMP SYSTEM:

- Don't turn the thermostat up and down frequently. Heat pumps generally do better left at the temperature you're most comfortable with. Moving the thermostat too much at one time will cause the auxiliary heat to operate, requiring more energy.

- Do use a programmable thermostat to turn down the system when you're sleeping or away. A programmable thermostat is smart enough to do the job without using the auxiliary heat.

- Don't set the thermostat to "EMERGENCY HEAT" unless the outdoor unit is not functioning. Emergency heat is a temporary setting that provides minimal heat while you're waiting for the repairman to arrive.

- Set the fan to AUTO. Running the unit's fan continuously adds unnecessary dollars to your heating bill.

- Don't be alarmed by a light frost on or steam coming from the outdoor unit. This is part of the equipment's regular operating cycle.

- Expect the unit to run in severe weather. For economics, heat pumps are not sized for extreme conditions that we rarely experience. In these unusual instances, the auxiliary heat will help the unit do its job.

- Keep filters changed and vents unobstructed. Keep the outdoor unit clean and free from shrubs. Heat pumps circulate a lot of air and keeping the airstream open helps them do their job.

Programmable  
thermostats help  
your heat pump run  
more efficiently.



©2016. Walton EMC is a customer-owned power company. That means our cooperative focuses on service, not profit. We serve more than 124,000 accounts in Athens-Clarke, Barrow, DeKalb, Greene, Gwinnett, Morgan, Newton, Oconee, Rockdale and Walton Counties. Our subsidiaries supply natural gas and security services.





## 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 landmark, the original center of town, serves as a symbol of the city's beginnings and characterizes the spirit of its citizens.

*email your guess* with the subject line “**FEBRUARY LANDMARKS CONTEST**” no later than March 7 to [landmarkscontest@waltonemc.com](mailto:landmarkscontest@waltonemc.com) for your entry to qualify.

**DECEMBER WINNER:** Samantha Allen of Monroe.

# Wash Day

Open lid. Load clothes. Pour in soap. Close lid. Spin dial and pull. Unload clothes.

That's the extent of interacting with the washing machine for most of us.

It's no secret that today's washing machines are more finicky and less robust than they used to be. Three or four decades ago, washing machines commonly lasted 25 years or more. Now you're lucky if you get ten good years.

Although the life span of washers has fallen, so have their prices. A shorter life is okay with people who like to upgrade frequently because of ever-evolving features. It's a trade off of sorts.

**IF YOU'RE ONE OF THOSE WHO WANT TO GET THE MOST OUT OF A WASHER, CONSIDER THESE SUGGESTIONS:**

- Avoid overloading. Just because the dial says “Super Large Load” doesn't mean you should pack dirty laundry to the brim. Be extra careful about loading the machine down with comforters, rugs and large blankets.
- Balance the load. It's not a good sign when the tub bangs from side to side.
- Read the instructions concerning detergent. Most of us use too much detergent, especially if we don't have a hard water problem. Also follow the machine manufacturer's recommendation on detergent type.
- Use a surge protector. Surges and lighting can easily damage electronic controls found on today's washers.
- Get wet clothes out promptly. Leaving wet laundry in the washer can lead to mold and mildew inside your machine.
- Zip zippers before washing. Zippers can catch in the washing machine drum. Pull zippers all the way up before washing.
- Clean up. Once a year, fill the empty machine with hot water and pour in three cups of vinegar and half a cup of baking soda. Then, run the washer through a cycle.
- Replace hoses regularly. Every five years, replace the incoming cold and hot water hoses. Hoses older than that are prone to bursting.



KEEP YOUR  
WASHING MACHINE  
GOING STRONG

## Warm and cozy

It's hard to beat snuggling under an electric blanket on a cold, winter night.

Besides providing that cozy feeling, electric blankets also allow you to turn down the thermostat on your home's heating system, saving up to three percent on heating costs.

**WHEN CHOOSING OR USING AN ELECTRIC BLANKET:**

- Make sure the blanket displays the UL or ETL safety mark.
- Choose blankets with controls that are easy to turn or easy to see for loved ones with diminished physical capabilities.
- Consider dual-control models for individualized comfort.
- Look for a 10-hour shutoff and overheat protection for preventing fires.
- Think about manual or automatic pre-warming that heats the bed quickly before you get in.
- Discard old electric blankets that haven't been used in awhile. They're probably no longer safe.

**MORE INFORMATION:**  
[ELECTRICBLANKETINSTITUTE.COM](http://ELECTRICBLANKETINSTITUTE.COM)



## Third prong's a charm

Tempted to cut that third prong off an electrical plug?

Thinking about using an adapter to access an old two-prong outlet with a three-prong plug?

**Don't do it!**

Engineers didn't incorporate the third prong into modern electrical plugs just to aggravate you. They're an important safety feature that could save your life.

The third prong springs into action when wiring inside an appliance malfunctions. If a current-carrying wire touches the appliance case inside (because it becomes loose or has faulty insulation), the outside of the case can become energized. If you touch the “hot” case, you become the path to ground. The electricity then flows through your body.

But the third prong provides an alternate path to ground for that stray electricity back to the circuit breaker, which should then trip.

If you have extension cords or devices missing the third prong, either replace or repair the cord or device.

If the device is modern but doesn't have a third prong, it means either the wire inside has double insulation or the outside case won't conduct electricity (like plastic) that keeps you from becoming the path to ground.

Always buy electrical devices that are approved by organizations like Underwriter's Laboratory and CSA International.



Three prong plugs  
are an important  
safety feature that  
could save your life.