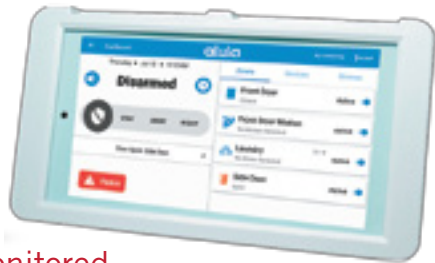


Keep Your Sweetie Safe

SHOW YOUR VALENTINE'S DAY LOVE WITH THE GIFT OF SECURITY

Are you gearing up for another Valentine's Day of flowers and candy? This year, show you care by giving your loved ones a gift that will keep them safe and secure every day. These gifts available from EMC Security, a Walton EMC company, will protect those you value most.



Monitored Security System

With a response time averaging only 14 seconds, help is on the way fast with EMC Security's professional security system monitoring (from \$16.95 a month). Best of all: No contract is required.

Video Doorbell

A Video Doorbell (\$149) allows you to see, hear and speak to anyone at the door whether you're in the kitchen or out of town. The motion-sensor activated doorbell also features full-color night vision so visitors and packages coming and going from the house can be tracked around the clock from your smartphone.



To learn more about these and other offerings from EMC Security, call **770-963-0305** or visit **emcsecurity.com**.

Mobile Medical Alert Pendant

The ideal gift for an elderly parent, the Active Emergency Alert Button (\$21.95 per month) works anywhere mobile phone service is available. The pendant is small, lightweight and comfortable to wear. In an emergency, the wearer presses the button to be voice connected to a highly trained medical alert operator for help.

Wi-Fi Security Cameras

EMC Security's indoor and outdoor security cameras (starting at \$79) can deter intruders and give you a look at what the kids or pets are doing while you're away.

Subscribe to the video service for only \$5 a month and receive instant alerts and clips of motion from any web-enabled device that are also stored for later use. The system's two-way audio feature allows you to speak and listen to anyone on the other end.



Smart Locks

If you already have EMC Security services, consider adding smart locks (from \$199 each) that can be monitored and controlled from any web-enabled device. Unlock your home for guests or service providers from anywhere without giving them a key.

Walton EMC
Customer-Owned Electric Power

Realite

THE *Rundown* }

inside: mywaltonemc app, critical power, security enhancements
on the back: the gift of security

The news
you need to
know in
5 minutes!

Walton EMC
waltonemc.com

FEB 2019 Volume 70, No. 2

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
YouTube youtube.com/emctv

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

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Sr. VP Corporate Services
Russell DeLong
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NEED NATURAL GAS SERVICE?
770.GAS.HEAT > waltongas.com

NEED SECURITY SERVICE?
770.963.0305 > emcsecurity.com

©2019. Walton EMC is a customer-owned power company. That means our cooperative focuses on service, not profit. We serve more than 129,000 accounts in Athens-Clarke, Barrow, DeKalb, Greene, Gwinnett, Morgan, Newton, Oconee, Rockdale and Walton Counties. Our subsidiaries supply natural gas and security services.

COMMUNITY impact

Your co-op does more than supply affordable, reliable electric service. We also make a huge impact on the communities we serve. It brings to life one of the principles we operate by: "concern for community."

donations

\$576,472
Operation Round Up
\$390,000
Walton Electric Trust Scholarships
\$50,000
UGA Engineering Leadership Scholarships
\$372,193
School EmPOWERment Grants
\$155,450
Walton EMC Corporate
\$121,735
Walton EMC Employee Charities

\$1,665,850
TOTAL DONATIONS

taxes

\$2,608,263
Property Taxes
\$13,001,738
Sales Taxes
\$86,478
Ad Valorem Taxes
\$2,202,470
Franchise Fees

\$17,898,949
TOTAL TAXES

impact

\$19,564,799
million +
IN DONATIONS AND TAXES
TO STRENGTHEN OUR
COMMUNITIES IN 2018.

CRITICAL POWER

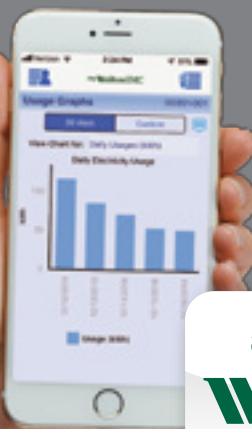
AT YOUR FINGERTIPS

It's easy to do business with your co-op right from your smartphone!

Use the myWaltonEMC smartphone app to view and pay your bill, report a power outage or see how much electricity you used today, yesterday or last month – 24 hours a day, 365 days a year.

THE MYWALTONEMC APP LETS YOU:

- Set alerts and reminders
 - Due date reminder
 - Past due date reminder
 - Account profile change alert
 - Returned check alert
 - Payment confirmation alert
 - Arrangement installment due reminder
- View your account balance
- See your bill due date
- View bill and payment history
- Generate energy use graphs
- See current outages and report your outage
- Get office locations and hours



Use the myWaltonEMC app to view daily electricity use and trends.



Download myWaltonEMC at Apple's App Store or Google Play today.

DON'T LET A DISASTER CATCH YOU OFF GUARD

If your livelihood depends on electric power, it's essential that you have a backup electricity source.

Although your co-op consistently achieves 99.99 percent yearly reliability, a catastrophic ice or tropical storm could still leave you without power for an extended time. If you're not prepared, that catastrophe could extend to your wallet.

"A power outage to an enclosed, controlled-environment poultry house can result in massive bird loss within minutes," says Tim Morris, Walton EMC technical services director. "The situation gets more critical the closer the flock gets to market age."

That means even a short duration outage on a hot summer day – a car-power pole accident, for example – can set things awry in a hurry.

Greenhouse operations are also at risk if heat for young or tender plants is lost during an ice storm. But it's not just down-on-the-farm businesses that should consider stand-by power systems.

Brick-and-mortar retail as well as internet businesses that depend on computers can experience a substantial economic hit due to a prolonged power outage.

"An emergency power system can pay for itself in just one instance," says Morris. "It's cheap insurance that can prevent economic turmoil."

TURN TO A PRO

Installing a backup power system for a critical load is not a do-it-yourself job; it's well beyond the abilities of anyone who's not a licensed electrician.

Here are a few factors the qualified professional you choose should consider:

- Location considerations for noise, aesthetics and electrical load.
- The normal operating wattage, and the start-up wattage of essential equipment. Equipment can draw two to 12 times more power at startup.
- Wiring needs.
- Switching the load from the utility system to the backup system.
- Fuel choice (gasoline, diesel, natural gas, LP).
- Alarm and notification systems that let you know the generator is running and if a malfunction occurs.

AFTER THE SALE

The work is not over once the system is installed. Without regular attention and maintenance, your generator might let you down when you need it most.



Walton County poultry grower Ricky Brown depends on his permanently-installed backup generator to keep his chickens alive in the event of a power outage. "It's saved me more than once," says Brown. That's because he has mere minutes until birds start dying from the lack of proper ventilation in the event of an outage. Brown has professional generator technicians inspect and service his generator twice a year. He also stores fuel under a roof that keeps rain off the diesel tank.

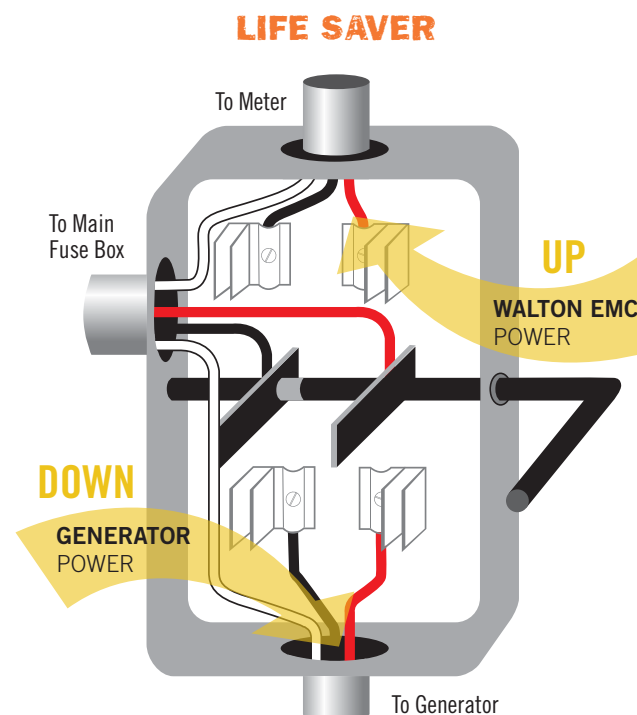
Automatic generators typically start and run themselves a few minutes every week. While this exercise may give you confidence that your generator can perform in a short outage, it's no guarantee that it's ready for a days-long event.

In a study of generator failures during an extended power outage caused by a hurricane, **most failures occurred to systems that were test run every week.**

In addition to weekly run tests, you should:

- Annually remove equipment and electrical junction box covers to check for rodent, bird and insect nests.
- Keep extra fuel filters, belts and replacement parts on hand.
- Have adequate fuel. A large generator can burn three to five gallons of fuel an hour.

- Check stored fuel for sediment and moisture. Protect fuel tanks from rain.
- Install a manual bypass key switch in case the electronic controls malfunction.
- Have an annual inspection by a qualified technician.



If you connect a generator directly to a building's wiring, Georgia law requires that you use a transfer switch to keep power from flowing backward into power lines and endangering others. (Simplified illustration.)

paying by phone?

CREDIT CARD PAYMENTS GET SECURITY ENHANCEMENT

If you call Walton EMC to make a credit card payment, you're going to notice a change.

Beginning Feb. 1, all requests by phone to pay with a credit card will be transferred to an automated payment system. You will interact directly with our payment processing vendor's computer.

By doing this, your credit card information goes straight to where the actual transaction occurs. It also means your credit card number is not captured and stored by our call recording system. Both of these add layers of protection for your financial information.

It also means Walton EMC is compliant with new regulations governing data and cyber security.

To save time, customer-owners can dial the automated credit card payment line directly at 770-267-8409. As always, you can also make secure credit card payments through waltonemc.com, the Walton EMC smartphone app or by setting up automatic credit card draft.

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.

Alderete, Melissa; **Bishop**, Mike; **Born**, Milford D.; **Brandywine Homes USA, LLC**; **Britt**, Jennifer C.; **Brown**, Kesha V.; **Buckner**, Shelia; **Chappell**, Sammy; **Chauncey**, Linda; **Chavez**, America G.; **Dudley**, Felicia D.; **Gray**, Brian; **Harris**, Vanessa; **Jones**, Rachel; **Jones**, Gregory A.; **Kenimer**, Wayne L.; **Kirkendoll**, Sadie; **Kunewa**, Carla J.; **Liberty Tax**; **Lino**, Daniel; **Loyd**, Dana P.; **Lumpkin**, Lana; **Marlow**, Julius D.; **Marshall**, David; **McFarlin**, Tamara; **Moore**, Debra C.; **Moss**, Lasherril; **Norwell**, Tina M.; **Nzomo**, Brian; **Patridge**, Anthony; **Ritland**, Lauren; **Robertson**, Natissa; **Robinson**, Quinton L.; **Ruark**, Eugene W.; **Safeguard Properties**; **Saint-Brice**, Patricia; **Smith**, Tina H.; **Stephens**, John T.; **Trevino**, Diana; **Waye**, Robert M.; **Worley**, Roger A.; **Yes Companies Exp, LLC**