



— continued from front

The latest grants from your Operation Round Up donations

Adventure Bags

(entire service area) – \$10,000

Support for their One Bag at a Time project that provides a book bag containing personal hygiene items to displaced children.

Big Brothers Big Sisters

(entire service area) – \$5,000

Money for their community-based mentoring project where children are matched to adults for mentoring relationships.

Council on Alcohol and Drugs

(entire service area) – \$1,000

Grant for a suicide prevention and intervention program where educational resources will be distributed to schools.

Dream Quest Therapeutic Riding

(Gwinnett, Walton) – \$10,000

Funds for the organization's scholarship and horse training project to furnish therapeutic riding for children and adults with physical and mental challenges.

Keeping Families Together, Inc.

(DeKalb, Gwinnett, Rockdale, Walton) – \$3,000

Donation will fund their Family Fitness Fun Day/Get In Shape Gwinnett project that includes personalized health education activities.

Oconee Area Resource Council

(Oconee) – \$5,000

Money will be used in the Oconee Mentor Program to recruit and train child mentoring volunteers.

Walton County Senior Citizens Council

(Walton) – \$3,702.60

Grant to replace the food freezers at both the Loganville and Social Circle sites.

Walton Youth Project

(Walton) – \$1,500

Funds for their youth advocacy board's ongoing community service initiatives.

Three Families

\$10,823.61

Assistance for urgent or emergency needs.

Thank you for all the generous Round Up donations to help these organizations and people in need.

A look back...

After Operation Round Up kicked off in 1997 and customer-owners began donating, the first grants totaling \$5,000 were presented in August 1998.

The Gwinnett Help Line, an information exchange that connects people in need with assistance, received \$3,000 and a Morgan County family facing catastrophic medical bills received \$2,000.



Gwinnett Helpline Volunteer Coordinator and WEMC member Katie Grove (right) says "We receive calls on about anything you can imagine." Volunteers like Camilla Rose (left) never know what the next phone call may bring, from calls that need 911 attention to requests for help from displaced families living in cars.

Walton EMC
Customer-Owned Electric Power

Realite

THE *Rundown* }

inside: irma's record-breaking facts and figures
on the back: operation round up grants

The news
you need to
know in
5 minutes!

NOV 2017

Walton EMC
waltonemc.com

NOV 2017 Volume 68, No. 11

operation round up
reaches **\$5,000,000!**

Walton EMC's Operation Round Up just passed the \$5 million milestone in helping local groups and families in need! And it's all made possible by you.

Amazingly, this \$5 million was raised 50 cents at a time. Through the generosity of Walton EMC customer-owners who allow the co-op to round up their monthly electric bill, thousands of your friends and neighbors got assistance when they needed it most.

What CEO Ronnie Lee said at the 1997 annual meeting when he introduced the program still holds true: "Operation Round Up gives Walton EMC members an easy way to work together and help those in need, and it takes hardly any effort."

If you're not already
an Operation Round
Up participant, please
join today. It's easy to
get started – just
check the box on your
bill stub or sign up at
waltonemc.com >
community.

Thank you!

— continued on back



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



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 Sam Simonton

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NEED NATURAL GAS SERVICE?

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NEED SECURITY SERVICE?

770.963.0305 > emcsecurity.com



©2017. Walton EMC is a customer-owned power company. That means our cooperative focuses on service, not profit. We serve more than 125,000 accounts in Athens-Clarke, Barrow, DeKalb, Greene, Gwinnett, Morgan, Newton, Oconee, Rockdale and Walton Counties. Our subsidiaries supply natural gas and security services.

Walton EMC 1, Irma 0

An information round-up from the record-breaking storm

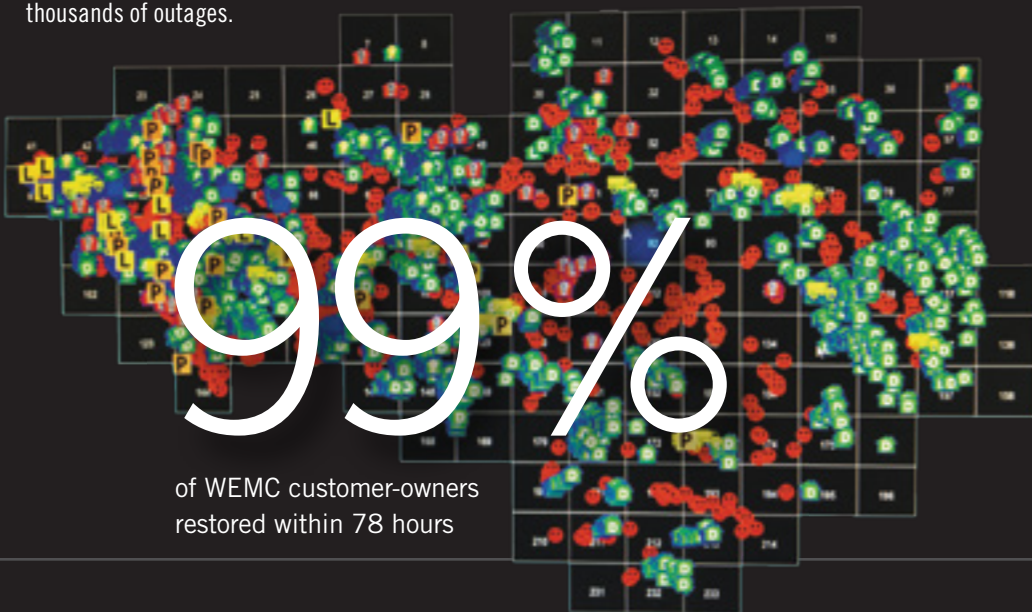
OUTAGES

Walton EMC 78,820
Total individual outages during event

50,000
Accounts out at height of event

Statewide 1,550,000
Most ever from one storm

This is how our outage management system map looked early in the storm. The hundreds of stacked icons represent tens of thousands of outages.



MAN-HOURS to restore Walton EMC power

17,996

Visiting crew assistance

Monroe Utilities Network
Monroe, GA

Licking Valley Electric Co-op
West Liberty, KY

Mecklenburg Electric Co-op
Chase City, VA

Georgia Right-of-Way
Forsyth, GA

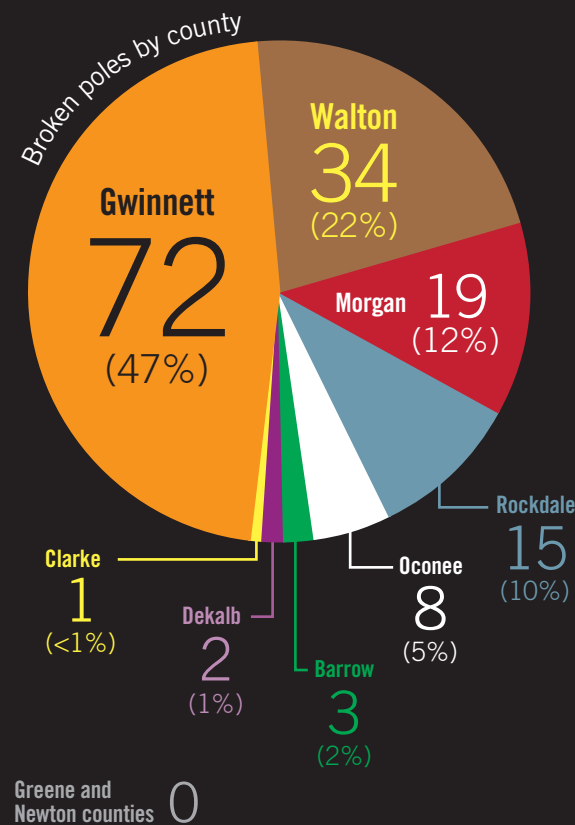
Pike Corporation
Mt. Airy, NC

DSI
Hope Mills, NC

Four County EMC
Burgaw, NC

BROKEN POLES on WEMC system

154
Most ever from one storm



COMMUNICATION with you is a priority!

12,207
Calls (2x normal volume)

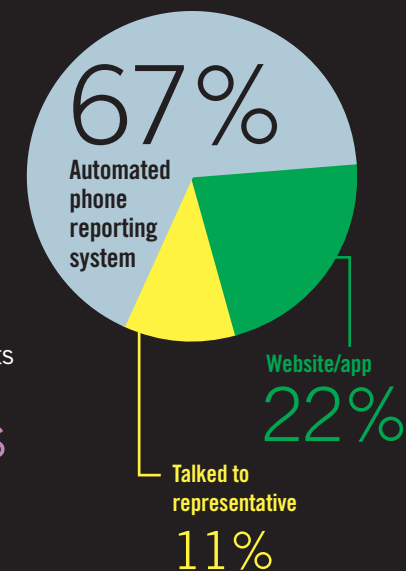
35,597
Website users (5x normal volume)

61,545
Storm emails sent

662,744
Facebook engagements

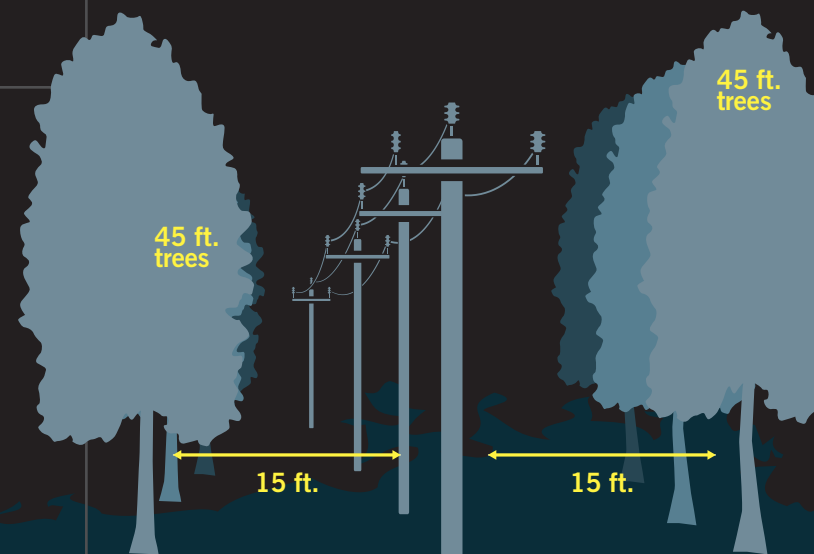
numerous
News releases/
media mentions

How you reported your outage:



Why trees hit power lines

By law, Walton EMC is permitted to keep a clear space 15 feet either side of our power lines. This helps prevent many outages, but tall trees outside this space can still fall across our lines.



Q&A

Top Irma questions

Q: Why does my neighbor have power but mine is still out?

A: There may be damage to the separate service wires that connect your home to our grid. Also, even though your neighbor is next door, their power may come from a different part of the grid than yours.

Q: What about my refrigerated food during an outage?

A: A great resource is [foodsafety.gov's Power Outage Food Guide](https://www.foodsafety.gov/power-outage-food-guide) at bit.ly/wemc_foodguide

Q: Why did the crew drive by my house and not stop to fix my power?

A: They may be getting substations or the backbone of our grid working, their first priority. They may also be scouting the lines looking for the cause of the outage. Another possibility is that they may be assessing the damage to know what type of supplies and manpower they will need to restore that outage.

THANK YOU!

We deeply appreciate your many acts of kindness and encouragement during our restoration efforts. These are just a few:

Amanda Israel brought goodies from her family to our Snellville office to say thanks.



Sixth graders at Carver Middle School in Monroe made and delivered cards and cookies to show their appreciation.

This note needs no explanation...

Dear Lineman, Thank you soooo much for helping fix power lines during the storm. You saw that people were in need of something and you helped in the way you could. I know they appreciate it. You have done this and God sees that, so that helps to show him how much you care and love others. You are a God-given gift put on this Earth. Thank you, Callie Jackson, Athens First United Methodist Church