

WHEN A POLE BREAKS

Walton EMC linemen swing into action to make the repair

When a Walton EMC utility pole breaks due to a vehicle strike or weather-related causes, the repair is often more complex than it appears, says Matt Britt, Walton EMC line crew supervisor for Monroe.

Today's power poles are commonly used for more than delivering electricity. Equipment owned by other utilities may be attached to the poles, making a replacement more complicated. Workers may also encounter a maze of buried utility cables and pipelines that create digging challenges.

"The majority of our power poles are not easily accessible. Accessibility dictates the pace and precautions involved in a pole changeout," Britt said. The work is done methodically and safely, with many factors determining the time required to complete the repair.

HERE'S WHAT HAPPENS ONCE THE CO-OP IS NOTIFIED OF A BROKEN POLE:

ASSESSMENT. A two-man response team is dispatched to secure the site and assess the damage. When possible, they temporarily redirect power to those affected by the outage.

PREPARATION. Three to four other Walton EMC linemen are called to bring repair materials, a bucket truck and a digger truck. In compliance with law, an emergency notification is immediately entered into Georgia's 811 center to alert all utilities in the area of an unplanned pole replacement. Utilities are required to respond within two hours of emergency notifications, after which legal digging can begin.

INSTALLATION. When all crew members are present and underground utilities identified:

1. Undamaged equipment is transferred from the broken pole to the replacement.
2. The buried part of the broken pole (about 6 feet in the ground) is removed with a hydraulic pole puller.
3. If needed, a new hole is dug before the pole is placed. Holes are hand dug when underground utilities are nearby.
4. Power lines are lifted and mounted on the new insulators. Once all is back in place, the power is restored.

"Whether it takes two hours or all day, you can be assured we're not leaving until the lights are back on," Britt said. "We take our commitment to reliability seriously."

Matt Britt, Walton EMC
Line Crew Supervisor



realite

OCT 2024

Walton EMC
INVESTING *energy* IN WHAT MATTERS MOST

reliability members safety employees community service

We couldn't have done it without you!

J.D. POWER RANKS **WALTON EMC** NATION'S
BEST IN BRAND APPEAL AMONG RESIDENTIAL
ELECTRIC COOPERATIVES.

Our commitment to investing in what matters most to our customer-owners has earned Walton EMC a #1 ranking among residential electric cooperatives in the J.D. Power 2024 U.S. Electric Utility Brand Appeal Index Study. For delivering outstanding customer service and engagement, the co-op is the recipient of a coveted 2024 J.D. Power Award and the right to be called "#1 for Brand Appeal" among residential electric cooperatives.

Walton EMC CEO Ron Marshall thanked members for giving the co-op high marks to earn the prestigious recognition.

"Our members are our highest priority," he said, "so it's gratifying to know we are succeeding in our mission as a consumer-owned electric cooperative."

The J.D. Power study, conducted July 2023 through May 2024, surveyed utility consumers about their overall brand experience. Electric utilities were scored in three areas: company reputation, marketing execution and customer trust. Among electric cooperatives, Walton EMC earned the highest scores in all three of the categories measured.



"Brand appeal is a critical marker of a well-managed utility because it shows that the utility is going above and beyond to engage and connect with customers and, importantly, that their communications are aligning with the brand traits customers most value," said Chris Oberle, managing director of utilities intelligence at J.D. Power.

Walton EMC has succeeded in cultivating a strong brand presence in customer-owners' lives through best practices such as member-elected leadership, transparent performance reporting, industry innovation, service quality and proactive customer interactions. Initiatives such as Operation Round Up and School EmPOWERment grants earned high scores for community engagement.

Being a J.D. Power awarded brand places Walton EMC in an elite category among all U.S. utilities. The prestigious recognition is yet another reflection of the power of cooperation, Marshall said.

"This success belongs to all of us — members, leaders, management and employees," he said. "This honor, combined with Walton EMC's consistently stellar reliability performance, is something we should all be extremely proud of."

Walton EMC received the highest score in the Electric Cooperatives segment of the J.D. Power 2024 U.S. Utility Brand Appeal Index (BAI) Study, which analyzes how well U.S. utilities relate to their customers and evaluates the specific actions that influence overall brand experience. Visit jdpower.com/awards for more details.

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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

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

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Youtube youtube.com/emctv

our leaders

President and CEO Ron Marshall

Senior VP Corporate Services Russell DeLong

CFO/Senior VP Finance Marsha Shumate

Senior VP Walton Energy and External Affairs
Jim Bottone

VP Engineering and Operations Tim Morris

VP Power Supply Hudson Kingery

Board Chair Michael Lowder

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©2024 Walton EMC is a customer-owned power company. That means our cooperative focuses on service, not profit. We serve more than 135,000 accounts in Athens-Clarke, Barrow, DeKalb, Greene, Gwinnett, Morgan, Newton, Oconee, Rockdale and Walton Counties. Our subsidiaries supply natural gas and security services.

Deck the Halls!

Walton EMC's Holiday Programs set for November

We're pleased to announce the return of Walton EMC's Holiday Programs for 2024. Join us for an evening of holiday inspiration and practical tips.

Featured Presenter:

Dean Pannell,
Georgia master florist

- Practical Christmas decorating ideas
- Interactive instruction with entertaining anecdotes
- 23 years of floral design experience, including work on television sets



Event Details

Thursday, November 7
Oconee County Civic Center, Watkinsville

Thursday, November 14
The Rock Gym, Loganville

Both programs begin at 7:00 p.m. No pre-registration is required.

These events offer an opportunity to enhance your holiday decorating and entertaining skills. We look forward to seeing you there.

Note: We will not be collecting books at this year's events.

powering GEORGIA'S ECONOMY

October
is National
Cooperative
Month

Walton EMC is among Georgia's 41 consumer-owned electric cooperatives that are built by and belong to the communities they serve. Your democratically controlled co-op makes a direct economic contribution to Georgia as a corporate citizen and indirectly by supporting job creation, diversified economies and the expansion and recruitment of industries.

\$8.3 BILLION

OVERALL ECONOMIC IMPACT OF GEORGIA'S ELECTRIC COOPERATIVES




4.4 MILLION

CONSUMERS SERVED

73%

LAND AREA
SERVED BY CO-OP SYSTEMS



>50%

OF POPULATION
ON CO-OP LINES

* Researched by Georgia Tech Enterprise Innovation Institute's Center for Economic Development Research



14,900 JOBS SUPPORTED



\$1.6B WAGES PAID



\$139M

STATE TAXES PAID

\$553M

LOCAL TAXES PAID

\$16B

INVESTMENTS IN
INFRASTRUCTURE



Showing Concern for our COMMUNITY

The Walton EMC Employee Charity Committee is a group of people dedicated to fulfilling the 7th Cooperative Principle – Concern For Community.

"One of the ways our cooperative shows concern for our community is by hosting charity events throughout the year to raise funds for charitable organizations that are serving the most vulnerable people in the community," said Darlene Butler, finance and accounting director, and charity committee member.

Two of these organizations are the **Walton County Boys & Girls Club** and **Extra Special People (ESP)**.

"Both charities serve children and their parents throughout our service territory and beyond, offering them a place to learn, have fun and know that they are loved," said Butler.

The employee committee puts on these two major events each year to play a part in helping these organizations fulfill their missions:

1. **Walton EMC Golf Classic** each spring, benefiting the Walton County Boys & Girls Club.
2. **Walton EMC Charity Shoot**, supporting Extra Special People (ESP), Camp Twin Lakes and Walton County Special Olympics. Employees also opt into payroll deductions to increase the total donation amount.

Through these events and others, co-op employees strive to make a positive impact on our community and support those who need it most.



Walton EMC
EMPLOYEE CHARITIES

