

Snapping Shoals EMC Illuminator

A Monthly Newsletter for Snapping Shoals EMC Members

March 2024



SNAPPING SHOALS EMC EV Charging Station

Got an Electrical Vehicle (EV)? Check out our new EV Charging Station! The charging station is located in the front parking lot of our building at 14750 Brown Bridge Road, Covington, GA 30016. 4632788

How to Get Started: Download the ChargePoint app

Pricing: 18.5 cents per kWh

Charging Limit: 4 Hours. After 4 hours, owners will be charged a Parking Fee of 10 cents per minute.

Charging Station model: ChargePoint CT4000

Number of Ports: Two

Output: Up to 7.2kW (30A) per port

Connector type: SAE J1772

Thinking of buying an EV? Visit our website at ssemc.com/electric-vehicles

mySSEMC Makeover

New Design, Even Easier to Use!

Save time and money by managing your account anytime from anywhere with the mySSEMC app or at ssemc.com. Starting April 1, mySSEMC will have a new look that includes:

- Easy payment options to avoid late fees and service interruptions.
- Usage information to help you make the right decisions.
- Simple outage reporting. 4366328



Education Funds Available through Round Up Program

Applications are currently available for education assistance from SSEMC's Operation Round Up program.

Applicants must live in a household receiving service from Snapping Shoals, and total household income may not exceed \$50,000. The assistance may be used to attend an accredited college, university or trade school in Georgia. Applicants must be enrolled or accepted at the school they are seeking funds to attend. Applications will be accepted March 1 through May 15.

Download an application at www.ssemc.com or call 770-786-3484. 1263888



Good Friday

Our offices will be closed March 29 in observance of Good Friday.

If you experience an outage, please report it with the mySSEMC app, online at www.ssemc.com or by calling 678-814-4961. Report other service issues at 770-786-3484.



Powering On

Outage Restoration Is A Process

We do our best to avoid them, but there's no way around it: power outages occasionally happen, especially when Spring and Summer thunderstorms roll through our area. For most SSEMCM members, outages are rare and only last a few hours. But when major storms occur, extended outages are unavoidable. So when the power goes out, how do our crews know where to start working? When the lights go out and it's safe for our crews to begin the restoration process, they start by repairing power lines and equipment that will restore power to the greatest number of people in the shortest time possible.

This process typically begins with repairs to the larger main distribution lines that service a great number of homes and businesses. After those repairs are made, crews work on tap lines, which deliver power to transformers, either mounted on utility poles (for above-ground service) or placed on pads (for underground service). Finally, individual service lines that run between the transformer and the home are repaired. 4455315

If you experience a power outage, don't assume a neighbor reported it. It's best to report the outage yourself. The easiest way to report an outage is through our mySSEMCM app, at www.ssemc.com or by calling 678-814-4961. The weather can be unpredictable, but as a member of SSEMCM, you can feel confident knowing we're standing by, ready to restore your power as quickly and safely as possible. 4685431

The Steps to Restoring Power

When a major outage occurs, our crews restore service to the greatest number of people in the shortest time possible - until everyone has power.



- 1. High-Voltage Transmission Lines**
These lines carry large amounts of electricity. They rarely fail but must be repaired first.



- 2. Distribution Substations**
Crews inspect substations, which can serve hundreds or thousands of people.



- 3. Main Distribution Lines**
Main lines serve essential facilities like hospitals and larger communities.



- 4. Individual Homes and Businesses**
After main line repairs are complete, we repair lines that serve individual homes and businesses.



P.O. Box 509
Covington, GA 30015
ssemc.com

24-Hour Phone Number
770-786-3484

Report an outage:
Use the mySSEMCM app
or call 678-814-4961

Pay your bill or check your account balance:
Call 1-855-916-2970 or
use the mySSEMCM app

Report power theft:
Call our anonymous tip line
at 678-729-8095

Call before you dig:
Call Utilities Protection Center
of Georgia at 811 or visit
www.georgia811.com

OFFICE LOCATIONS
14750 Brown Bridge Road
Covington, GA 30016

190 Fairview Road
Ellenwood, GA 30294

*24-hour payment kiosks
are located at each of our offices*

OFFICE HOURS
8 a.m. to 5 p.m.
Monday - Friday

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**Find your number
and win a \$50 credit!**

If your Snapping Shoals EMC
account number is hidden in this
issue of The Illuminator, call us at
770-786-3484 within the next
month and you could win a \$50
credit on your bill.

The Illuminator is a monthly
newsletter published for
Snapping Shoals EMC members.

*Report an outage, pay your
bill and manage your account
with the mySSEMCM app.*



Find us on Facebook at
facebook.com/SnappingShoalsEMC

 **Touchstone Energy®**
Cooperatives