

# THE COOPERATIVE DIFFERENCE

2018 Corporate Social  
Responsibility Report





## MISSION

To provide reliable and cost-competitive electric and related services that position the cooperative as the utility of choice.

## VISION

To create and sustain value for our members through demonstrated leadership in the energy distribution business.

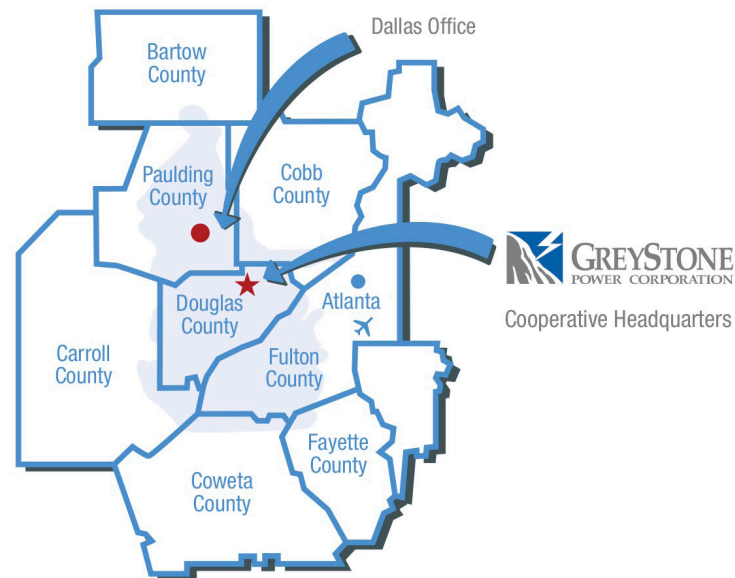
## CORPORATE PROFILE

GreyStone Power is a member-owned, not-for-profit electric cooperative, serving portions of eight west-metro Atlanta counties. We provide electricity to more than 116,000 homes, businesses, schools and industries.

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## TO OUR MEMBERS

At the very heart of what we do is Making Life Better for the people we serve. Because everyone has an opinion on what this means, we use ongoing surveys of GreyStone Power members to define the priorities.

Members want us to be a good neighbor, supporting local education, healthcare and community organizations that help improve the quality of life for all GreyStone members.

We're also focused on keeping the price you pay for electricity as low as possible.

We put even more money back into members' pockets—and the local economy—with capital credits returns of \$12 million, the highest distribution ever, in 2018. These annual returns are one of the benefits of being served by an electric cooperative.

We're still working on improved reliability. Even though we have a reliability rating of 99.8 percent, people have come to expect continuous service. That's a challenge when nature throws some curve balls, but we strive to knock them out of the park.

Renewable energy is an area where we've made great strides. In 2017, GreyStone Power and Green Power EMC, a renewable energy supplier owned by 38 Georgia Electric Membership Corporations (EMCs) including GreyStone, announced a landmark agreement to offer an additional 200 megawatts (MW) of solar energy by the year 2020.

GreyStone is purchasing 40 of the 200 MW. That will supply approximately 5 percent of the power for our members. This step forward followed the success of our Paulding County solar farm, with all blocks sold out in one month in 2016 and members on a waiting list for more blocks throughout 2017.

Highlights of other ways we're serving our members follow. While they vary in the way they help local communities, their common thread is Making Life Better for the people we serve.

As an electric cooperative owned by the people we serve, that's at the heart of GreyStone Power.

**GARY MILLER**  
President/CEO

**MILTON JONES**  
Chair





## GIVING BACK TO THE COMMUNITY

One of the seven cooperative principles is Concern for Community, and cooperatives like GreyStone value our commitment to improving the community we serve.

You can often find GreyStone Power employees at community events, including the Relay For Life event in Paulding County, pictured at left. This important cause raises funds for the American Cancer Society in the fight against cancer.

Another way we give back to our members is through capital credits checks. It's one of the many benefits of being an electric cooperative member. This fall, we returned a record \$12 million to our members. That's money in your pocket and an economic driver for our community.

Our members also give back through their support of Operation Round Up. When members choose to round their power bill up to the next dollar, those funds add up—providing much-needed assistance to local charitable organizations, as well as scholarship funds for GreyStone members.

The GreyStone Power Foundation, Inc. distributes Operation Round Up funds to organizations such as Warehouse of Hope, Boys & Girls Clubs, S.H.A.R.E House and the Good Samaritan Center.

Those Operation Round Up funds have also recently supported the arts. The foundation provided funding for the Cultural Arts

Council of Douglasville/Douglas County for their Family ARTSVentures program, which is designed to introduce performing artists into the school with curricula-based programs.

GreyStone employees serve on many boards and support various charitable and civic organizations.

Gary Miller, GreyStone president/CEO, serves as co-chair of Douglas UnitE<sup>3</sup>, whose purpose is to help citizens envision, engage and energize positive growth in Douglas County. GreyStone Vice President of Engineering Nadia Faucette and Vice President of Financial Services Kara Pearson are also serving on the team.

Many GreyStone employees give generously each year to support the co-op's United Way campaign, and for the 2018 campaign, employees raised \$22,722.

This year, GreyStone also hired a new Member Services Representative II who spends much of her time helping the deaf community. For the past 14 years, Shonder Miller has spent about 70 hours a month volunteering to help deaf individuals.

Our linemen also give back, not just in their own backyards, but to co-ops in other states. When disaster or major storms strike, GreyStone often sends linemen to other co-ops to restore power, and in return those co-ops will return the aid to GreyStone if it is ever needed.





→ Watch for the blue shirts! Your GreyStone employees will be volunteering even more due to our new program, GreyStone Gives. It's one of the many ways the co-op is giving back to our community!

→ GreyStone President/CEO Gary Miller, along with Vice Presidents Nadia Faucette and Kara Pearson, are serving on Douglas UnitE<sup>3</sup>, whose purpose is to help citizens envision, engage and energize positive growth in Douglas County. Miller serves as co-chair.

## Giving Back to the Community GREYSTONE GIVES

Since our founding in 1936, GreyStone employees have been involved in giving back to the community. That's why we're proud to announce GreyStone Gives, a program that encourages employees to volunteer for civic, charitable and service organizations that contribute to the vitality of the communities that we serve.

Each employee can serve a 501(c)(3) charitable organization for up to eight hours each calendar year, to be served during their normal work hours.

GreyStone is a big supporter of veterans, and the co-op is sponsoring a house in Veteran's Park in Douglasville for a deserving veteran. As a sponsor for this Habitat for Humanity project, the co-op will participate in a volunteer day to assist with landscaping tasks at the home. It's another opportunity for employees to participate in GreyStone Gives.

The cooperative has also supported behavioral health awareness by serving as the title sponsor for Stomp the Stigma's 2018

events. Launched in Douglas County in 2017, the organization revealed that there is a great demand for increasing awareness of stress and trauma-related disorders among young people, school teachers, families and other members of the community.



→ GreyStone supports Stomp The Stigma, an organization that focuses on improving behavioral health awareness.

## Giving Back to the Community DEDICATED SERVICE

From education to health to chamber boards, GreyStone employees are finding ways to lead and serve the community.

GreyStone Vice President of Financial Services Kara Pearson and Vice President of Corporate Services James Wright are supporting local economies by serving as chairs of the Douglas and Paulding chambers this year.

GreyStone also sponsors many community events and causes. This year, GreyStone donated backpacks and school supplies to Children's Voice: CASA, Inc. and the Douglas County Foster & Adoptive Parent Association.

In our efforts to assist Fulton County children in the same way, GreyStone was awarded Diamond Partner of the Year by Fulton County District 5 Commissioner Marvin Arrington for community service in 2017.

The Downtown Development Authority (DDA) and Main Street Douglasville presented an award to GreyStone for the 2018 Community Partner of the Year for its financial support



→ GreyStone Vice Presidents Kara Pearson and James Wright lead Chamber businesses to success through their roles as Chamber chairs for Douglas and Paulding counties.

and sponsorships, which included Food Truck Mondays and the city's Christmas parade.

For September Saturdays, the largest annual festival in Douglas County, GreyStone is a Gold Sponsor. Proceeds benefit Communities In Schools, which provides after-school programs and mentoring for Douglas County students.



## THINKING GREEN

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Thinking green means finding an energy mix that incorporates cleaner, greener sources of power. It also means sharing information with our members on how they can be more energy efficient.

GreyStone offers members the chance to capture their share of the sun through the Cooperative Solar program. Participating members receive the benefits of solar power without having to worry if their roof or yard is ideal for solar panels. Also, members who would not have the ability to install solar panels, like apartment residents, can participate in this clean energy program.

GreyStone is also a member of Green Power EMC, which supports the growth of green energy. Green Power EMC utilizes “green” resources such as biomass, solar, wind and water to generate electricity. Their mission is to facilitate the procurement and marketing of electricity from cleaner, greener power sources, add it to the co-op’s power mix, and build member-owned loyalty by generating awareness about their environmental product offerings and services.

GreyStone’s Green Power program is certified by Green-e Energy. More information can be found at [greystonepower.com/greenpower](http://greystonepower.com/greenpower).

When it comes to energy efficiency, remember the more energy efficient a home is, the more energy dollars you save.

GreyStone’s Residential Energy Services Department hosts two Energy Efficiency 101 (EE101) seminars a year, one in the fall and one in the spring. At EE101, members learn ways they can improve their energy use, and ways to make their homes more efficient. EE101 seminars also occur during our Annual Meeting in October. Visit [greystonepower.com/ee101](http://greystonepower.com/ee101) to learn more.

Also, GreyStone offers members the ability to join the FilterEasy program. This partnership lets members automatically receive filters delivered to their homes. Plus, GreyStone gives members the first shipment of home air filters for free!

Members pay the same or less than what they would pay at the store, except the filters are delivered to your door when you want them. Not to mention, changing your air filters regularly can lower your energy bill by as much as five to 15 percent, and keeps the air you breathe in your home cleaner.

Plus, GreyStone covers a 20 percent discount on all future shipments and free shipping. Visit [filtereasy.com/greystone](http://filtereasy.com/greystone) to learn more.

With a trained expert staff of Residential Energy Consultants, GreyStone also offers free home energy audits. These audits are designed to help members be more energy efficient in their homes in order to rein in their energy costs. Visit [greystonepower.com/energyaudits](http://greystonepower.com/energyaudits) to learn more.





→ Two years ago in October 2016, GreyStone Power celebrated a historic time in the 82-year history of the cooperative. For the first time, members were able to sign up for solar power without the obstacles of owning their own system.

## Thinking Green COOPERATIVE SOLAR

One of GreyStone Power's guiding principles is that we promote responsible stewardship of all resources, and that includes being good stewards of the environment. It's why we're part of Green Power EMC, a co-op that supports Georgia co-ops in their search for renewable resources.

Green Power EMC renewable energy projects generated more than 272 megawatts of electricity by the end of 2016. That's enough energy to help power more than 200,000 homes in Georgia each year.

GreyStone is removing barriers to solar power, as well. This year, the cost of our Cooperative Solar program was reduced from \$25 monthly to \$22 a month.

GreyStone operates and maintains the equipment with this program, saving members the hassle. With Cooperative Solar, there is no equipment, no investment and no contract to worry about. Members can feel good about helping add solar energy to GreyStone's energy mix.

Participating members receive credits offsetting much of their payment from the energy that their block produces. Members can learn more and sign up at [greystonepower.com/solar](http://greystonepower.com/solar).



→ GreyStone members had the opportunity to sign up for our Cooperative Solar program during the co-op's Annual Meeting event.

## Thinking Green SMART REBATES

GreyStone offers several rebates that promote efficiency and conservation of resources. They also can help our members save energy and money. Rebates are available to help convert gas water heaters and furnaces to electric, as well as for replacing a propane water heater with an electric one.

Members are taking advantage of our smart thermostat program, which offers a \$100 rebate. GreyStone members who own their homes and install an ENERGY STAR smart thermostat, or install an ENERGY STAR-rated HVAC system with a smart thermostat, are eligible for this program.

To request a rebate, complete the smart thermostat form found at [greystonepower.com/rebates](http://greystonepower.com/rebates). On that page, you can also find a link to view qualifying thermostats.

Smart thermostat technology enables users to remotely control their home's temperature via a tablet, smartphone or computer for greater control using the home's Wi-Fi connection. Additionally, some smart thermostats learn



→ GreyStone members who own their homes and install an ENERGY STAR smart thermostat, or install an ENERGY STAR-rated HVAC system with a smart thermostat, are eligible for a \$100 rebate.

from users' behaviors and begin to adjust settings to match their preferences.

Smart thermostats that earn the ENERGY STAR rating are third-party certified to save energy.

Rebates are paid to members for 2018 purchases and installations, or until allotted funds are depleted.





## SUPPORTING EDUCATION

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At GreyStone Power, we believe that higher education plays a vital role in the future of our communities. GreyStone has aided many students seeking degrees, while also supporting the learning institutes that are developing the next generation.

Many GreyStone members have partnered with their co-op in this effort by participating in Operation Round Up. Through this program, members volunteer to round up their electric bills to the next dollar.

Every year, those Operation Round Up funds support five \$3,000 scholarships for GreyStone members or those residing in a member household, as well as two technical college scholarships for \$2,500 each.

Another way that GreyStone supports technical education is through board service. Vice President of Marketing & External Affairs Tim Williams serves on the state board of the Technical College System of Georgia.

Human Resources Manager Rita Harris serves on the Mason Creek Elementary STEM Advisory Board. She also chairs the board for the Paulding College and Career Academy, which is slated to open for the 2019-2020 school year.

GreyStone is also active in the Partners In Education (PIE) program for Douglas County, with PR & Communications Manager Vicki Harshbarger serving as chair of the PIE Committee. The program brings together

business and community partners with school administrators and officials to develop successful partnerships. Through these partnerships, local business leaders share their expertise, time, ideas and experience to enrich local students.

GreyStone also supports the Paulding Education Foundation, a nonprofit organization dedicated to promoting excellence in education in the Paulding County School District. Energy Services Department Manager Drew Hook serves on the foundation's board, while Public and Member Relations Coordinator Amanda Busby serves on the fundraising/planning committee for the group.

Mentoring is another way that GreyStone employees give back to local students. Public Relations and Communications Coordinator Ashley Kinnard serves as a mentor and board chair for Communities In Schools of Douglas County, an organization that provides mentoring and after-school programs for Douglas County students.

Each year, GreyStone also sponsors five high school juniors from our service area to participate in the Washington Youth Tour, an all-expenses-paid, week-long leadership experience in our nation's capital.

Through GreyStone's sponsorship of the Georgia High School Association (GHSA), we also strive to support high school athletics.





→ A rendering of the Jerry & Ellen Tucker Energy Lab at the Paulding College and Career Academy, which will be made possible through a GreyStone donation.

→ GreyStone honors its veterans and active military employees, retirees and board members each year at a breakfast recognizing them.

## Supporting Education NEW ENERGY PATHWAYS

When it came time to honor GreyStone's longest-serving employee, Jerry Tucker, GreyStone President/CEO Gary Miller announced a special donation to honor Tucker's 50 years of service to the co-op. The donation will help continue Tucker's legacy of service in the electric cooperative industry.

The co-op's management and board made a donation of \$50,000, giving \$1,000 for each year of Tucker's 50 years of dedicated service, to the Paulding College and Career Academy to fund the school's new Energy Pathway Lab in honor of Tucker and his late wife, Ellen.

The lab will offer training to those who are interested in an energy career. The school is expected to open in Fall 2019.

Four pathways will be offered: energy, cybersecurity, health care, and industrial maintenance & advanced manufacturing. The former New Hope Education Center, located on Dallas Acworth Highway, is being renovated for the Academy.

The Academy will offer lineman training, energy fundamentals and basics for engineering and line workers.

The pathway curriculum focuses on students who may not otherwise graduate from high school or attend a four-year college.



→ GreyStone President/CEO Gary Miller presented retiring employee Jerry Tucker with a check for \$50,000 for the Paulding College and Career Academy to fund the school's new Energy Pathway Lab in honor of Jerry and his late wife, Ellen.

## Supporting Education SERVING THOSE WHO SERVE

Last November, GreyStone gave \$28,000 to endow the GreyStone Power Corporation Corps of Cadets Scholarship at the University of North Georgia (UNG).

One of only six Senior Military Colleges in the U.S., UNG is also the Military College of Georgia.

"We hope that our partnership with the North Georgia Corps of Cadets Association (NGCCA) and the Corps of Cadets will help to strengthen UNG as the Military College of Georgia and help prepare cadets for their future roles as leaders in our Army, our state and our nation," said GreyStone Vice President of Corporate Services James Wright, who serves on the UNG Alumni Association Board of Directors.

"As a responsible corporate citizen of Georgia, their partnership affirms the importance of the UNG Corps of Cadets to Georgia and the nation. We are so appreciative of their commitment and pleased to announce that they will be the presenting sponsor of the



→ GreyStone leaders presented a check for \$28,000 to representatives from the University of North Georgia to endow a new scholarship.

Boar's Head Weekend guest speaker in 2018," said Phil Collins, development officer for the Corps of Cadets at UNG.

Each year, GreyStone also honors its board members, employees and retirees who have served, or are active military, with a breakfast recognizing them.



GREYSTONE

- Parking
- Auditorium
- Deliveries
- Drive-thru
- Afterhours Deposits & Payments