

GEMC
Celebrating the Georgia lifestyle
Georgia[®]
MAGAZINE

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JUNE 2020

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Things
Better ...
Together**
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www.georgiamagazine.org



GREYSTONE
POWER CORPORATION
Making Life Better



Photo Credit: Robb Maag

MILLER'S MINUTE

MAKING THINGS BETTER

Many of our members have faced unique challenges due to the coronavirus. At GreyStone Power, we are focused on making things better ... together. This is why we have taken steps to ease the financial burden on those struggling to pay their bills. One example of that was the Capital Credits Early Refund of \$15 million last month.

Our member services representatives continue to work with members on a case-by-case basis to help those who are concerned about managing their balance.

Your co-op is also giving to organizations fighting food insecurity in our community. In April, GreyStone donated \$100,000 to support several food banks in the co-op's service area.

We are committed to providing our members with reliable service as usual. Rest assured that co-ops like GreyStone have business continuity plans in place for crisis situations, whether it be a pandemic or major storm event.

My hope is that our members and employees remain safe and healthy. Please stay tuned to our website for updates on what we are doing to help members.

- Gary

Gary Miller,
President/CEO

The GreyStone Connection, which wraps Georgia Magazine, is a quarterly newsletter published by GreyStone Power to keep you informed about the cooperative you own.

BOARD OF DIRECTORS

Jim Johns, Chairman, District 8, Douglas County

Genevieve Cole, Vice Chairman, District 1, Paulding and Bartow counties

David Hagenow, Secretary-Treasurer, District 3, Douglas and Paulding counties

John Walton, District 2, Paulding County

Neal Dettmering, District 4, Carroll and Douglas counties

Billy Mayhew, District 5, Carroll and Douglas counties

Maribeth Wansley, District 6, Fulton, Fayette and Coweta counties

Milton Jones, District 7, Fulton County

Lucy Andres, District 9, Cobb County

LOCATION

11490 Veterans Memorial Hwy.
Douglasville, GA 30134

CONTACT US

Main 770-942-6576

Outage 1-866-GREYSTONE (473-9786)

OTHER WAYS WE SERVE YOU

Co-op Connections® Card, 770-370-2436

EMC Security, 770-370-2030

Gas South, 1-866-563-8129

Go Energy Financial Credit Union, 770-949-3557, 770-445-2800

Operation Round Up®, 770-370-2080

SurgeMaster Plus, 770-370-2070

Cooperative Solar, 770-370-2252

DOWNLOAD OUR APPS

The GreyStone Power app allows you to pay your bill, view billing history and electricity use, and verify payments. The Outage Helper app lets you report an outage, receive live restoration times and view an outage map. Download both apps from the App Store or Google Play on your mobile devices.

FIND THE BOLT AND ENTER TO WIN!

Find the hidden lightning bolt (⚡) in the following GreyStone pages and send us an email to MemberMatters@greystonepower.com with the subject line: Find the Bolt!

Include the following information in the email: the page you found the lightning bolt on, your full name, your phone number and your member account number. You will be entered into a drawing for a \$50 Visa gift card.

Not available in the EU



Scholarship WINNER

The 2020 Walter Harrison Scholarship selection committee is proud to announce that Annalysa Cagasan, of Carrollton, has been named one of 12 recipients of the scholarship for 2020. The scholarship is sponsored by the electric co-ops in Georgia, including GreyStone Power.

Recipients were chosen based on their academic achievements, extracurricular activities and their service to the community.

Earlier this year, Cagasan competed against 75 other students from across Georgia who applied for the scholarship, which provides \$1,000 to help offset the rising costs associated with obtaining a two- or four-year college degree.

Applicants were required to submit a brief essay explaining why they would be good candidates for the scholarship, while also outlining their educational and career goals and any special circumstances to be considered.

School performance, grade-point average, SAT/ACT scores, scholastic honors, extracurricular activities and a commitment to serve others were all factors that led the selection committee to make their decision. Family income and recommendation letters from academic counselors and teachers were also considered.

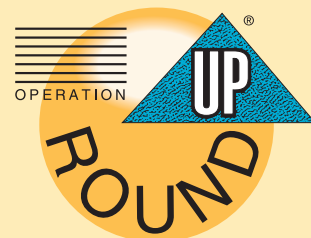
The scholarship funds can be applied to any accredited two- or four-year university, college or vocational-technical school in Georgia.

Annalysa Cagasan is the GreyStone Power 2020 Walter Harrison Scholarship winner. Cagasan, who resides in Carrollton, plans to attend Shorter University.

Are you a part of Operation Round Up?

The GreyStone Power Foundation, Inc. is built upon the strength of GreyStone's members volunteering to round up their electric bills to the next dollar to provide monetary assistance for nonprofit organizations. If you would like to participate in Operation Round Up, the Foundation's fundraising arm, simply check the Yes box on your power bill statement or visit greystonepower.com/ORU.

Since the program's inception in 1998, GreyStone members have given more than \$5.7 million to help their neighbors by rounding up their power bills to the next dollar.





MAINTAINING right-of-way

Have you ever wondered what would happen if the wind blew hard and a tree limb brushed a power line? Snap. Crackle. Pop! More times than not, it can result in a power surge and/or loss of power for members. Because reliability is so important to us, we take steps to ensure our lines are clear by sending crews out to clear the right-of-way (ROW) in an effort to provide reliable service you can trust.

In some cases, the crossing of a limb and a live wire results in a fire and outages for many members. Though the scene can be captivating, danger lurks for onlookers if they get too close. Maintaining a clear ROW ensures the reliability of our system and helps to prevent this scenario from happening. Our ROW crews are continually working to trim the trees and brush from more than 7,100 miles of power lines along our system. Since vegetation doesn't stop growing, it is a never-ending job that takes time to complete.

We would like to ask for your cooperation as crews come to your area, so they can work efficiently to get your ROW cleared. If you have a ROW concern, please contact us at 770-370-2770, or you may submit a request online at greystonepower.com/content/right-of-way-schedule.

Crews continually focus on scheduled maintenance around transformer pads. Please be aware, this is an area in which landscaping should NOT take place. All flowers and shrubs should be kept 10 feet away from the transformer doors and at least 3 feet away from the sides. If plants or obstructions are within this area, they will be removed in order for crews to safely perform maintenance on these pads. If you plan to remove the obstructions, you must call Georgia 811 before digging.

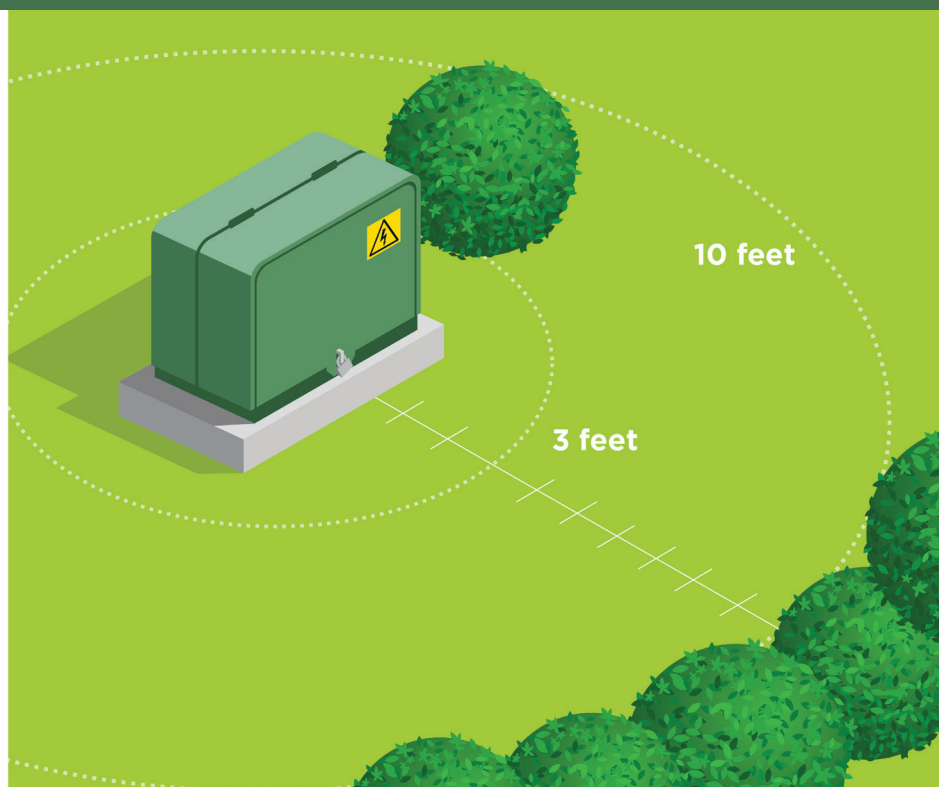
We clear certain areas in our service territory, known as rights-of-way, to:

- Keep power lines clear of tree limbs
- Restore power outages more quickly
- Reduce unexpected costs for repairs

Maintaining rights-of-way improves service reliability for you – our members!

PLANT SAFE

Shrubs and structures should be 10 feet away from transformer doors and 3 feet away from the sides.



SUPPORT RT

Local businesses



When you shop and dine locally, even remotely, you invest in our community. Help make a difference by supporting the more than 250 local businesses that participate in GreyStone Power's Co-op Connections[®] program.



For a listing of participating businesses, visit

greystonepower.com/ccc



BOARD ELECTIONS

Three seats on the GreyStone Board of Directors are up for election in 2020. The winners will be announced Saturday, Oct. 10, at the Annual Meeting of Members.

HOW TO BECOME A CANDIDATE

Eligible members may become a candidate by being selected by the GreyStone Nominating Committee or by nomination by petition of members. While incumbents John Walton, District 2; Maribeth Wansley, District 6; and Milton Jones, District 7, have been nominated by the Nominating Committee, eligible members may still run by petition.

An eligible member may be nominated by submitting a petition signed by 50 or more GreyStone members of record (the name must appear on the electric bill). The petition, along with a Candidate Affidavit, must be submitted by Thursday, July 2. Petition and affidavit can be found at greystonepower.com/boardelections.

NOMINEE REQUIREMENTS

All nominees are subject to a criminal background check, must live within the geographic boundary of the district they seek to represent and must meet all other conditions of eligibility.

Candidates desiring to have their name and biographical information included in the Annual Meeting ballot edition of *Georgia Magazine* must submit information in the format and manner required by the Credentials and Elections Committee by Thursday, July 2. If you are unable to determine the district in which you reside, or need additional information, call GreyStone's independent legal counsel, Steve Minor, at 770-214-5108.



DIRECTORS NOMINATED FOR RE-ELECTION THIS YEAR

John Walton, District 2, Paulding; Maribeth Wansley, District 6, Fulton, Fayette, Coweta; and Milton Jones, District 7, Fulton.

MEMBERS OF THE NOMINATING COMMITTEE

Tony Wilson, District 1; Beatrice McClung, District 2; James S. Smith, District 3; Pat Skinner, District 4; Thesie Peacock, District 5; Laurie Searle, District 6; Harold Reid, District 7; Ed McCray, District 8; and Kathy Boehm, District 9.

EFFICIENCY 101

GREYSTONE MARKETPLACE

The wait is over! The GreyStone Marketplace is finally here to help members navigate energy-saving purchases.

The GreyStone Marketplace is an online store that facilitates the purchase of energy-saving products and services while offering instant rebates for certain products.

Items in the Marketplace include smart thermostats, lightbulbs, smart home products and water-saving devices such as low-flow showerheads.

Products can be purchased directly from the Marketplace website and shipped directly to members.

Certain items sold in the Marketplace will be eligible for residential instant rebates. Some stipulations may apply.

Visit greystonepower.com to check for current promotions and learn more. Be sure to also follow us on Facebook, where you can learn about special Marketplace promotions.



SMART THERMOSTATS

Home cooling makes up a large portion of your energy bills. Try to keep the difference between the temperature of your thermostat setting and the outside temperature to a minimum. The smaller the difference, the more energy you will save. Setting your thermostat to a colder setting than normal when you turn on your air conditioner will not cool your home any faster and could result in excessive cooling and unnecessary expense. A programmable smart thermostat can make it easy to set your temperature as well as be a good investment that can help you save energy and money.

improving service

FOR GREYSTONE MEMBERS

Member testimonial

"I love using the app to report an outage. That's what I did this morning, and seeing the outage map showed me that y'all were aware and addressing the problem. Thanks for being so responsive!"

-Betty Jones, GreyStone member



Fee-free methods of payment

Fee-free methods of payment include mailing a check, using our payment kiosks, or paying by bank draft or credit/debit card draft. Members may also pay at our drive-thru or drop off their check at the night drop located at our Douglasville headquarters.

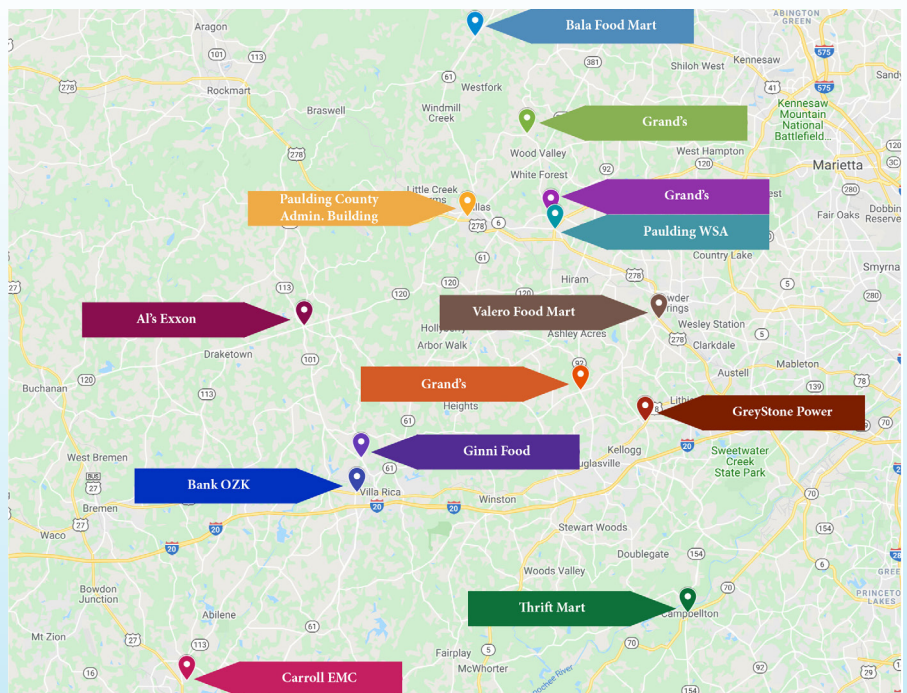
The convenience fee for one-time payments is charged by our payment processor. Due to GreyStone being a not-for-profit cooperative, the members who use that service pay the fee, rather than passing on that cost to all of our members.

Fee-free payment kiosks

GreyStone members can use our fee-free payment kiosks to pay their bills. Kiosks are located throughout our service area, with hourly and 24-hour locations available.

Kiosks will not make change with cash payments. Any overage will be credited to your account. Cash, checks and credit/debit cards are accepted. All transactions will receive a receipt.

Please visit our website, www.greystonepower.com/paymentkiosks, for additional information about kiosk locations.





GreyStone Power gives back in midst of COVID-19

MAKING THINGS BETTER ... TOGETHER

GreyStone Power understands the hardship that many members have faced during the COVID-19 outbreak. To help ease that hardship, GreyStone returned a record \$15 million in capital credits. Those members who had power with GreyStone in 2019 received the Capital Credits Early Refund on their May bills, which helped the vast majority of GreyStone's membership.

The amount that members received was based on their electricity use in 2019. Seventy-five percent of residential members received \$50 or more on their May bills.

Each year, GreyStone returns a portion of prior years' margins to members. Capital credits usually represent a portion of the margins from the most recent year and the oldest previous year(s). This return typically occurs in the fall in the form of a check. Last year, capital credits checks were mailed to members on Oct. 1.

"This early capital credits return gave our members an additional form of support during a time of uncertainty. As a not-for-profit cooperative, our only reason for existence is to serve our members," says GreyStone Power President/CEO Gary Miller.

The co-op also helped members by waiving disconnects for nonpayment, as well as late fees for an extended period of time. Throughout the pandemic, GreyStone's member services representatives have been on hand assisting members through the crisis and working with members on a case-by-case basis.

Along with a commitment to members, GreyStone abides by the cooperative principle of concern for community. The COVID-19 outbreak has had a devastating impact on GreyStone's service area. Upholding the commitment to community, GreyStone donated \$100,000 to be spread among several food banks in its service area. The GreyStone Power Foundation, Inc. has also provided assistance to nonprofits throughout the community.

In times of calm as well as in crisis, GreyStone Power is committed to providing seamless service to our members and fulfilling our mission of making life better.

Stay tuned to GreyStone's website, greystonepower.com, and Facebook page for updates on what the co-op is doing to help members.

GreyStone members who had power with GreyStone in 2019 received the Capital Credits Early Refund on their May bills. Through this early capital credits return, 75% of GreyStone residential members received \$50 or more.

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GREYSTONE
POWER CORPORATION

Making things better ... Together

Even though times are tough, we're going to make it through this together.

GreyStone Power has taken steps to lessen the financial impact of COVID-19 on members, and is working with members on a case-by-case basis. Members should contact the cooperative directly for help with this.



The following can also help make things better:

- Save energy during these times at home, when electricity use can increase. Our website offers multiple tips and tools.
- Pay your bill at greystonepower.com, through the GreyStone Power payment app, or by calling 770-942-6576. Fee-free payment methods include mailing a check, using our payment kiosks, or paying by bank or credit/debit card draft. Members may also pay at our drive-thru, or drop off checks at the night drop located at our Douglasville headquarters.
- Contact our member services department Monday through Friday, 8 a.m. to 5 p.m., by emailing memberservices@greystonepower.com or calling 770-942-6576.
- Support local businesses. Your Co-op Connections® Card can help.

greystonepower.com

GreyStone Power is an equal opportunity provider and employer. Not available in the EU.

