



# Line Items

The Official  
Newsletter  
Of Excelsior EMC

August 2019 • Vol. 40, No. 6



It's a new school year and kids of all ages are getting ready for a fresh year of learning! From kindergarten through college, students attend school to gain knowledge about a broad variety of subjects and learn new skills that will prepare them for the future. In a similar fashion, Excelsior EMC is continually learning in order to advance technology that improves our members' electric service, reliability, and safety.

Excelsior EMC strives to stay up to date on industry trends as the energy sector rapidly changes. Innovations in technology are fueling demand for more options. On the consumer front, people are looking for more ways to manage their energy use with smart technologies. Today's consumers also expect more convenient payment methods. In response to this demand, Excelsior EMC now offers the Pay-Your-Way pre-pay billing option, an automatic bank draft option, online payment through our website or the Excelsior EMC smartphone app, and as always you can come into either of our offices to pay in person.

We recognize that technology improves operational efficiency and we do our best to employ technologies that will ultimately enhance our

system's reliability, control costs, and improve work processes. For example, Excelsior EMC's advanced metering infrastructure (AMI) enables two-way communication between us and each of the 23,144 meters on our distribution system. This technology allows us to read your meter from our home office, thus eliminating the need for monthly field visits to each member's location. In the event of an outage, AMI helps to distinguish between events that impact a single home or many homes. AMI also allows us the ability to pinpoint the outage location to reduce outage time.

Whether it's examining our tried-and-true practices or exploring how emerging technologies can better serve our members, for Excelsior EMC, our "school year" is never over. We will continue to learn from our members about their priorities for the future, as well as continue to research technologies that can better serve you, now and in the future.

*We wish all students and teachers  
a happy and successful  
upcoming school year!*

# Line Items

BRONSON BRAGDON  
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**When Your Power Is Off — Call  
(912) 685-2115 or (912) 764-2123**

When your power goes off, don't stay in the dark longer than you have to. To restore your power as quickly as possible, we need your correct phone number. Your phone number is the quickest way for us to locate your home or business when you call to report an outage.

The LINE ITEMS (ISSN 1089-9987) is published monthly for \$1.00 per year by Excelsior EMC, 2574 Northside Drive West, Statesboro, Georgia 30458. Periodicals postage paid at Statesboro, Georgia. POSTMASTER: Send address changes to LINE ITEMS, P.O. Box 297, Metter, Georgia 30439

## Between the Lines

by  
**Greg Proctor**  
President/CEO

## THE VALUE OF ELECTRICITY CONTINUES TO SHINE

Many of us may remember going to town with a parent or grandparent to buy groceries and run errands, one of which was to pay the light bill. Today's consumers don't typically have to make a trip into town to pay their bills, but whether you pay in person, by mail or online, paying your monthly bill does a lot more than just keep the lights on.

Electricity keeps us connected to our modern world. Consider all the necessities and conveniences we enjoy, in part because of the power lines running to the electric meter outside your home.

Count up your televisions, desktop, laptop, and tablet computers, printer, your gaming consoles, music and video players and personal assistant devices. Whether they get used every day or just occasionally, the electricity that keeps them working comes from Excelsior EMC.

Have you looked around your kitchen lately? Besides the coffee maker, toaster and the microwave, many of us have added several other modern small appliances.

You use electricity to run all these devices, and we still keep the lights on, the refrigerator running, the stove and air conditioner going, and the hot water flowing from the tap. The good news is, even as we rely more and more on electricity, it's still a bargain, especially compared to other things we pay for regularly.

When it comes to value, electricity is a clear winner, and we're always looking for ways to help you use less. That's why we urge members to practice energy efficiency and look for ENERGY STAR® appliances.

That's also why we promote technology that's designed to give members more control over their electricity use. There are many smart home products that allow you to control everything from lights and temperature to locks and security in your home. These devices can shift most water heating, laundry and dishwashing outside of peak rate periods which helps reduce the co-ops's overall power demand. They also give you opportunities to control or even trim your monthly utility bills.

These technology devices are good for families and individuals trying to live within their budgets. It's going to become even more important as digital devices and internet-connected technologies become more important in our lives. The average home now has 10 Wi-Fi connected devices. That number is expected to explode in the near future.

Technology and the gadgets that keep it working use electricity. Now and in the future, you'll depend on Excelsior EMC for more than just the power to keep the lights on. We are always working to provide service that's safe, reliable, affordable, and even more valuable to you, your family and your neighbors.



Every Member Counts

# Powering Up After an Outage

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Our line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark:

## 1. High-Voltage Transmission Lines:

Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.

## 2. Distribution Substation:

A substation can serve hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.

## 3. Main Distribution Lines:

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.

## 4. Tap Lines:

If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.

## 5. Individual Homes:

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issues.

Know what's below.  
Call before you dig.



## Going the Extra Mile

Electric cooperatives maintain more miles of power lines per consumer than other types of electric utilities. Even though they serve fewer consumers and acquire less revenue, electric co-ops always go the extra mile to power the communities they serve.



**Electric  
Co-ops**



Consumers served per mile: **8**  
Revenue: **\$19,000**

**Other  
Electric  
Utilities**



Consumers served per mile: **32**  
Revenue: **\$79,000**

*Sources: EIA, 2017 data. Includes revenue and consumer averages per mile of line.*

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