

Executive Report

By Mike Anderson, Chairman

Greg Proctor, President/CEO

BEING THERE for those we serve has been a constant commitment to the members of Excelsior EMC since our establishment some 83 years ago. We understand that our membership relies on us to deliver safe, reliable, and affordable power, and that is the cornerstone of who we are as an organization. Never forgetting the importance of our members and commitment to BEING THERE is what sets Excelsior EMC apart. Our Board of Directors and dedicated, professionally trained employees know that our members are dependent on us for support, so we strive daily to meet those needs. As an Excelsior EMC member, you have the great fortune of having this team serve you. You can rest assured that no need is too large - not even one created by a pandemic that has affected business as usual for over a year. Excelsior EMC: THERE for our members in 1938, THERE for our members during the COVID-19 pandemic, and THERE for our members well into the future.

BEING THERE for our members means effectively managing costs so that the rates we charge remain affordable. Our Board of Directors' focus on fiscally conservative practices makes your Cooperative one of the most affordable electric utility providers in the state. This focus is reinforced by the most recent Georgia Public Service Commission residential rate surveys of the 41 EMCs and Georgia Power Company. Your Co-op has the lowest summer residential rates in the state at 1,000 kWh, 1,500 kWh, and 2,000 kWh per month and is among the four lowest-cost providers in the winter survey. We take pride in BEING THERE for our members with affordable rates.

Excelsior EMC continues to remain focused on meeting our members' needs and realizes these needs are ever changing. BEING THERE for our members means we are constantly developing solutions that help to improve the member service experience. Our Excelsior EMC app provides the ability to pay a bill, report an outage, or to monitor electric usage. The outage viewer on our website allows members to monitor outages. We offer several payment options, including CheckOut by PayGo which allows payments at Dollar General, Family Dollar, CVS, Walgreens, 7-Eleven, and other retail establishments. Our Pay-Your-Way prepaid billing option allows members to control how much electricity they use as well as when they pay for it. Through these and other services, Excelsior EMC is THERE for our members, bringing value and convenience to the member service experience.

The nine Excelsior EMC Directors and 51 employees truly consider it an honor and privilege to be able to serve you. The fact that we are owned by those we serve motivates us to seek continuous improvement every single day, delivering safe, reliable, affordable electricity and services that exceed your expectations. Excelsior EMC is THERE for our members today, tomorrow, and always.

Please do not hesitate to contact us if you need assistance, have questions, or want to express your opinion. We look forward to seeing you at our drive-through annual meeting on Friday, May 14th, 2021.