



Line Items

The Official
Newsletter
Of Excelsior EMC

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COMBAT HIGH ENERGY COSTS

In order to supply our members with electricity, we must first purchase the electricity from our wholesale power provider. Due to extremely high natural gas prices, which is a main generation source in the state, the costs to generate electricity have risen dramatically. As a cooperative, we supply our members with electricity at what it costs us to do so. Therefore, as our costs increase, we are forced to pass those costs on to our members.

Our focus has always been to provide our members with the most affordable electric rates possible, and this has been proven year after year as we have remained one of the lowest cost providers in the state. We sincerely hope that the fuel costs will return to normal soon and that we can lower our energy charges to what our members are accustomed to seeing. Until then, here are a few quick summer energy saving tips to help reduce energy use to combat high costs:

- Turn thermostat up to 78 degrees, or as high as you are comfortable having it.
- Be sure to keep window blinds/shades closed during the daytime hours to keep unnecessary heat out.
- Be sure all doors and windows are sealed and there are no air leaks in your home.
- Convert incandescent light bulbs to LEDs.
- Change your AC unit's air filter monthly.
- We recommend having your AC unit serviced yearly by a qualified HVAC technician to ensure it is running at optimum efficiency.
- Turn the temperature on your water heater down to reduce run time.
- Wash your clothes with cold water.

Consider our levelized billing option which is a rolling average of your last year's bills and takes the shock out of receiving an abnormally high bill.



Set up alerts and reminders on our website, smartphone app, or by giving us a call. These alerts can notify you of your daily energy usage so you can better manage how you use your electricity.

For more detailed information about your personal energy usage, please give us a call at 912-685-2115 and one of our energy management specialists will be happy to assist you.

Line Items

BRONSON BRAGDON
Editor

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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.

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Between the Lines

by **Greg Proctor**
President/CEO

Employees Are Our Most Valuable Asset

Our Cooperative, like any business, has a long list of assets – poles, wires, substations, computers and trucks. The list is long, but by far the most valuable assets aren't even on the Cooperative's balance sheet.

Excelsior EMC employees are experienced, knowledgeable and highly trained. While many businesses can boast of the same fact, what really distinguishes our employees is their genuine desire to provide exceptional customer service to their friends and neighbors who are the owners of this business.

The fact that our employees are local and live and work in the communities we serve gives us a competitive edge. Our employees and our member-owners go to the same churches and school functions, and frequent the same grocery stores and restaurants. Our employees hear about it when the Cooperative does a great job. Likewise, there is no hiding if the Cooperative somehow doesn't measure up to our customers' expectations.

Excelsior EMC knows its members. We're accountable to you, and we would have it no other way. This accountability between our employees and member-owners prompts us to set the bar higher when providing great customer service, and we're equipped to do so. The depth of our employee experience is impressive. Our Cooperative employees have worked here an average of 14.8 years.

Our business strategy for maximizing this experience and meeting our customer service goals calls for Excelsior EMC to continue investing in our employee training and in using the abilities of our employees to help meet our members' needs. So the next time you see one of our employees at the grocery store, ball field or church, let them know how much you appreciate what they do.



Every Member Counts

ARE SOLAR PANELS A GOOD FIT FOR YOUR HOME?



Harnessing energy from the sun through the use of solar panels has become increasingly popular as of late. Hundreds of thousands of solar panels have been installed across the country as more and more Americans choose to power their lives with the sun's energy. Solar is a fantastic energy source due to the fact that it is the cleanest and most abundant form of renewable energy available. Depending on multiple factors, installing solar panels on your home may or may not be the best idea for you. Here are some things to consider before you decide to install solar panels on your roof:

- ★ How much is your power bill? If you have low energy usage on a monthly basis, solar panels may not save you enough money to justify installing them on your home. If you have high monthly energy usage, then daytime energy use offset by solar production may offer a return on your investment.
- ★ Does your roof need repairs? If you know that you will need a new roof soon, or that a part of your roof is damaged, it's best to wait to install solar panels until these repairs are made.
- ★ What kind of roof do you have? The size, shape, orientation, weight capacity, and slope of your roof are important factors to consider. Typically, solar panels perform best on south-facing roofs with a slope between 15 and 40 degrees, though other roofs may be suitable too.
- ★ How much sunlight does your roof get? For optimal efficiency and productivity, your roof needs to have unobstructed and constant sunlight for as much of the day as possible.
- ★ How long will you live in your house? Due to the high initial cost of the solar system, it may take quite a few years before your solar panel investment will pay off. If you only plan to live in your home for a short amount of time, installing solar panels may not be advisable.
- ★ Do you have the right insurance? Having the right insurance to cover both yourself and any damage to your home during installation is something you absolutely need to consider.
- ★ Can you DIY? Solar panel installation can be a tricky process. Panel-mounting brackets penetrate the roof. If not done correctly, these penetrations will leak. Therefore, it is always best to use trained professionals.
- ★ Don't forget about maintenance. While solar panels are pretty low maintenance, it's a good idea to question your contractor what maintenance procedures are required before the installation begins. Without the proper maintenance, there is a good chance your equipment will underperform and not last as long as you want it to.
- ★ Solar panels are expensive. Although prices have decreased over the last few years, a complete solar energy system can be very costly. Be aware that solar installations are an investment that the break-even point is often decades into the future. Please evaluate your estimated payback closely.

If you took all of these factors into consideration and have decided that solar panels are a good fit for you and your home, we strongly encourage you to do your research when deciding on an installer to ensure that you are hiring a reputable company to properly install and maintain your investment. If you have any additional questions concerning solar, please give us a call at 912-685-2115.

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