



## Management Team Changes to Better Serve Our Members

“Change is a good thing.” Most of us have heard that statement since we were kids, and it has remained true ever since. On a personal level, change allows us to move forward in life, experience and learn new things, teaches us to think outside of the box, and it keeps life exciting. Embracing change means you see adversity as an opportunity. Even within a structured business, change encourages innovation, improves skills, develops staff, promotes creativity, and leads to overall better business practices.



*Bill Walden*

After an in-depth evaluation of our departmental configurations, we have implemented the following changes in an effort to provide our members with the quality of service they expect from their energy provider.

Bill Walden has been named Executive Vice President. He has moved into this position from the Manager of Data and Technical Services position where he has spent the last 28 years of his 36-year career with Excelsior EMC. In his new role, Bill will help implement strategic goals, assist with an orderly transition of responsibilities, and provide ideas and guidance for the future direction of the Cooperative.



*Howard Porter*

Howard Porter has been named Vice President of Engineering Services. Howard has been part of the Excelsior EMC team since 2010 and has served as the Manager of Member Services since 2016. In his new role, Howard will ensure that the distribution system is designed and constructed to maximize safety and reliability in a cost-effective manner. Howard’s responsibilities also include keeping up to date on industry trends and coordinating the activities of all engineering employees.



*Lindy Chester*

Lindy Chester has been named Vice President of Finance and Member Services. She started her career with Excelsior EMC in 2012 as Accounts Payable Clerk and was promoted to Manager of Financial and Accounting Services where she has served for the last 4 years. In her new position, Lindy will be responsible for managing the Cooperative’s finances and ensuring a solid financial standing, as well as supervising and training the Finance and Member Services team to provide the best level of service to our members.

# Line Items

Bronson Bragdon  
Editor

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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

### Planning for the Future

Over the last six months we have spent a lot of time and energy preparing for upcoming retirements and future growth that we see on the horizon.

We have several employees with more than thirty-five years of experience that are nearing retirement. The wisdom and experience that these employees possess enables them to solve challenging problems and answer difficult questions. The promotions and managerial transitions that are listed on pages 1 and 3 will help to transfer knowledge from these seasoned employees to the next generation of leaders and provide for an orderly transition of leadership in the years to come.

Excelsior EMC has been fortunate to experience solid growth over the past few years. Since 2018 we have added over 1,800 meters and 138 miles of new power lines ending 2022 with over 24,600 meters and 3,400 miles of power lines. We have used technology to the fullest extent so that we get the most out of our workforce. The combination of a dedicated group of employees and the latest in technology has enabled us to handle this normal growth while keeping our employee count relatively flat.

However, we see increasing challenges in the future. With a record number of industry announcements in recent months, Excelsior EMC is expected to experience extraordinary growth in the coming years as people move to our area to fill the new jobs that have been created. We will need additional personnel to take requests for new service, meet with members and developers, design and build new power lines, and maintain those power lines after they are built. Over the past few months, we have added new employees that can help us meet these challenges. Look for additional announcements in next month's newsletter.

During this assessment and succession planning exercise, we have taken a fresh look at the configuration of our departments. We've made changes in our organizational structure and reporting so that our departments operate more efficiently. We have always been cost conscious as we strive to provide the best in safe, reliable, and cost-effective service for our members. We believe that these changes will enable us to achieve that mission as we grow in the coming years.

As we near the end of this process, I want to express my appreciation to the employees for their cooperation and dedication to Excelsior EMC. We serve our members through poles, wire and transformers, but it's the employees that make it all work.

We look forward to serving you this year and in the years ahead.



Every Member Counts



*Bronson Bragdon*

Bronson Bragdon has been named Director of Marketing and Communications. Bronson began his career with Excelsior EMC in 2016 where he has served as Member Services Representative. In his new role, Bronson will be managing the communication program aimed at informing and educating members on Cooperative and electricity-related matters, maintaining the Cooperative's facilities and grounds, and managing and providing support to the servicemen, dispatchers, and IT department.



*Josh Holland*

Josh Holland has been named Director of Operations. Josh has been part of the Excelsior EMC team since 2018 where he has served as Operations Specialist. In his new position, Josh will be responsible for managing and directing all construction and maintenance activities on the electric distribution system, promoting safe work practices, overseeing the maintenance on all Cooperative vehicles and equipment, and ensuring that we have the proper inventory of materials, tools, and equipment necessary to provide quality service to our members.

Over the years, each of these employees has demonstrated that they are ready, willing, and capable of doing what is necessary to provide our members with safe, reliable, and cost-effective service. **Please help us to congratulate Bill, Howard, Lindy, Bronson, and Josh on their newest roles within your Cooperative!**

## JAMEY HOLLAND & TERRY CALHOUN PROMOTED



*Pictured above is Terry Calhoun (left) and Jamey Holland (right).*

Jamey Holland has recently been promoted to Operations Manager. Jamey was hired as an Apprentice Lineman in 2010 and later promoted to Lineman in 2015. As Operations Manager, Jamey will be coordinating all construction and maintenance personnel, overseeing the right of way contractors, ensuring that safe work practices are used and verifying that all construction meets applicable standards and codes.

Terry Calhoun has been promoted to Construction Crew Leader. Terry has been part of the Excelsior EMC team since 2007. He was initially hired as an Apprentice Lineman, promoted to Lineman in 2012, and was promoted again in 2020 to Lead Lineman. As Construction Crew Leader, Terry will supervise and provide leadership and training to crew member personnel, ensure that all safety procedures are followed while at the jobsite, maintain all equipment and tools needed to work safely and efficiently, and plan and implement the construction of new overhead and underground power lines.

**Please join us in congratulating Jamey and Terry on their promotions!**

# PROJECT SHARE: Neighbors Helping Neighbors

For several years Excelsior EMC consumers have had the opportunity to help needy people in our community by contributing to the Salvation Army program known as Project SHARE. Excelsior EMC is one of the many utilities involved in helping citizens who need assistance with basic necessities such as housing, food, medical care, and utility services. Project SHARE helps the elderly, disabled, and those afflicted with illness, and others who are experiencing serious financial hardships.

An attractive part of the program is that your contribution goes to help someone from the county where the donation originated. Locally, the Department of Family and Children Services handles Project SHARE funds.

If you would like to participate, check the appropriate space and complete the form located on this page and return with your next payment.

This amount will be added each month to your bill. Anyone wishing to make a larger contribution should mail it directly to:

**The Salvation Army**  
**Project SHARE**  
 P.O. Box 930188  
 Norcross, GA 30003-0188

**Yes, I'd like to participate in Project SHARE.**

Please add  \$1  \$2  \$5 to my electric account each month.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Account Number (*we bill*) \_\_\_\_\_

Signature \_\_\_\_\_

## 5 WAYS TO SAVE DURING WINTER

Winter weather typically means increased energy use at home. Keep your bills in check with these tips to save energy and money!

### *Mind the thermostat.*

If you have a traditional heating and cooling system, set the thermostat to 68 degrees or lower. Consider a smart or programmable thermostat for additional savings.

### *Get cozy.*

Add layers of clothing for additional warmth and snuggle up under your favorite heavyweight blanket.

### *Don't block the heat.*

If your air vents or heating elements (like radiators) are blocked by furniture or rugs, your home isn't being adequately heated.

### *Take advantage of sunlight.*

Open window coverings during the day to let natural sunlight in to warm your home. Close them at night to block the chilly night air.

### *Block air leaks.*

Seal windows and exterior doors with caulk and weather stripping to improve indoor comfort and decrease the amount of energy used to heat your home.



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