

THE GREYSTONE REPORT

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Record low temps mean high bills in February



Members who have electric heating can expect larger-than-normal February electric bills thanks to record low temperatures in January. On Jan. 7, the metro Atlanta area set a new record low of 6 degrees, and some areas in north Georgia dipped below zero that morning. The previous record low for Jan. 7 was set in 1970, when the mercury dropped to 10 degrees.

With the record low temperatures in January, heating and cooling systems worked long and hard to keep homes comfortable. More electricity use in January means higher electric bills for members in February. GreyStone members can still expect lower bills than their friends served by neighboring electric providers, since GreyStone members benefit from the cooperative's low rates.

GreyStone's residential rates rank lower than neighboring electric providers based on 1,000 kilowatt-hours (kWh) of use, which is what the average

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Self-service keeps things simple

Self-service is on the rise among GreyStone members who like convenient ways to do business. From December 2012 through November 2013, the cooperative averaged almost 100,000 self-service transactions each month. That's a big jump from just two years ago, when GreyStone members processed about 66,000 self-service transactions in a month.

Last year, GreyStone held two WIN BIG contest giveaways to reward members for using self-service options. Member Audrey Hill, of Douglasville, won the grand prize. A GreyStone member since 1996, she has used self-service options for more than three years. GreyStone Member Services Department Manager Iris Levin presented Hill with the grand prize, an iPad mini.

Levin said that when members use self-service options, it cuts GreyStone's costs and helps keep the cooperative's rates low. Hill said, "I just brag about my rates all the time." GreyStone members enjoy some of the

lowest rates in Georgia when compared to other co-ops and Georgia Power.

Self-service options are easy to use and accessible 24/7. Paying through autodraft with your checking account is a free self-service option that will ensure you're never charged late fees. That's important if you have a deposit on file, because after 18 months of on-time payments, your deposit is applied against your balance in the 19th month.

Other self-service options for members include enrolling in e-billing,

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Member Services Department Manager Iris Levin presented an iPad mini to WIN BIG grand-prize winner Audrey Hill of Douglasville. GreyStone's WIN BIG contest rewards members who use self-service options.

Self-service

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which saves paper while making things easier for you. Members also have the option to make payments through GreyStone's website or interactive voice response (IVR) phone system. You can also pay your bill through a third party financial institution, such as GEMC Federal Credit Union or your bank. Register for online services and sign up for the programs designed to make your life easier on our website, www.greystonepower.com.

More than 5,300 members are now taking advantage of a pay-as-you-go plan that offers flexibility and convenience. GreyStone's prepaid plan pro-

vides the opportunity to pay when you want, in the amounts you want. Instead of receiving a traditional paper bill each month, electricity use is calculated daily. That means a prepaid member can keep the amount of money in their account that will fit their budget. You can buy enough power to last until payday, or enough to last several months.

For members who are concerned about late fees, prepaid may be the best option. Prepaid members never pay a late charge, disconnect or reconnect fee. For initial service, members purchase a minimum of \$75 of prepaid electric service for daily use and fees.

Prepaid members also do not pay a deposit. If a member switches to prepaid from a traditional account, any existing security deposit will be applied

to the current account. This puts the member's deposit money to work for him or her immediately.

Another benefit of prepaid service is that it helps members who want to take control of their energy use. By monitoring your consumption on a regular basis, you begin to notice patterns in your day-to-day use of electricity. Any variation from this pattern, such as a vacation where little energy is used, will become evident as you monitor your account. Monitoring and controlling your daily electricity use can help you keep costs down.

For more information about GreyStone's prepaid program, call 770-942-6576. Learn more about self-service options that can make your life easier at www.greystonepower.com.

Operation Round Up® gives back to community

Rounding your power bill up to the next dollar may not seem like a monumental act of charity, but when thousands of members contribute to GreyStone's Operation Round Up® program, a little goes a long way.

Members who volunteered to round their power bill up to the next dollar in 2013 supported many nonprofit organizations throughout the community, including Warehouse of Hope, Paulding County Cops for Kids, A Gift of Love and local Boys & Girls Clubs. A total of \$290,550 was given to nonprofit organizations in 2013 through Operation Round Up.

GreyStone is now accepting applications for the Foundation Scholarship, which is also funded by Operation Round Up contributions. The \$3,000 scholarship will be awarded to five members or their children who are either seniors in high school or will be enrolled in college for the fall of 2014. Winners are selected by members of the GreyStone Power

Foundation, Inc. Board of Directors.

Foundation Scholarship applications are due to GreyStone on April 11, 2014. The application is available for download on GreyStone's website, www.greystonepower.com.

Operation Round Up also funds the Tim B. Clower Scholarship, which is awarded annually to technical college students who are GreyStone members.

Want to make a difference in your community? Volunteer to round up your power bill to the next dollar and your change will provide severely needed funds to nonprofits. Naomi Storey has served on the Foundation board since 2007 and has witnessed the power of rounding up.

"As a board member, I have seen firsthand how Operation Round Up makes a positive impact in our community. Those who give to the program are helping students reach their education goals and helping to feed hungry families through local nonprofit groups," she said.

Sign up today to participate in Operation Round Up at www.greystonepower.com.



Chattahoochee Technical College student Abiodun Ayanyinka, of Powder Springs, left, was awarded the Tim B. Clower Scholarship for \$2,500 in 2013. GreyStone Foundation Board Member Naomi Storey, right, congratulates him. The Clower Scholarship is awarded in honor of former GreyStone President/CEO Tim Clower and his dedication to technical education.

Social media lets members interact with their co-op

When members talk, we listen! GreyStone is active on social media websites including Facebook, Twitter, Pinterest and YouTube, and these sites give members a fun and easy way to interact with their co-op. Because social media allows for quick updates, it is especially useful for members who want the latest information about storms and power outages.

Look to GreyStone's Facebook page and Twitter feed before and during a storm for severe weather alerts, updates on where and why power outages have hit our service area, and valuable tips to help your family stay safe.

Ice, snow and thunderstorms can sometimes cause unavoidable electric outages. Social media helps GreyStone get the word out quickly when disaster strikes.

Social media also allows members to get a current glimpse of how GreyStone employees are staying active in the community. GreyStone shares photos and videos of events on Facebook at www.facebook.com/greystonepower. For example, you might see photos of our linemen teaching children about electrical safety.

For the latest GreyStone videos, visit www.youtube.com/greystonepower, where you can find out more about our Annual Meeting of Members and learn how to save energy and money.

If you're looking to get crafty, visit GreyStone's Pinterest page at www.pinterest.com/greystonepower. The page has more than 500 pins and 30 boards, including "Yummy for the Tummy," "Do-it-yourself," "Kids Korner" and "The Man Cave," so members are sure to find something interesting.



Send your favorite winter photo to membermatters@greystonepower.com, and we'll post the best shots on Facebook! Members who submit the top 10 pictures will win a GreyStone logo blanket, as seen above.



Winter Photo Contest

Ready to get interactive with your co-op? This month, send us your favorite winter photo and we'll post our favorite shots on GreyStone's Facebook page. Email your winter photos to membermatters@greystonepower.com by Feb. 28 with Winter Photo in the subject line of the email.

Members who submit the top 10 pictures will win a GreyStone logo blanket. Winners will be selected and notified in early March.



DID YOU KNOW?

The average member only spends \$4.33* a day on electricity?



That's less than a box of chocolates. (\$4.98)



Membership value: PRICELESS!
Now that's sweet!

*Based on 2012 average residential member use.



GREYSTONE
POWER CORPORATION
An Electric Membership Corporation

TOGETHERWESAVE.COM



GreyStone Power: Home of the World Champion Lineman Team

The goal of this publication is to educate and keep you, our members, informed about the cooperative you own. Please send suggestions or ideas for articles to the editor.

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Stay Connected



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Call Center open
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770-370-2077

Record low temps

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residential member uses in a month. A winter 2013 Residential Rate Survey by the Georgia PSC shows that among the 41 electric membership corporations (EMCs) in Georgia, GreyStone ranked seventh lowest for 1,000 kWh.

Members can take proactive steps to save money on their electric bill by using energy wisely and winterizing their homes. Set your thermostat to the recommended setting to conserve energy, which is 68 degrees or lower in the cold winter months.

Heating and cooling costs typically draw 52 percent of your home's energy dollars each month. When your heating system is up against record low temperatures, expect an even higher percentage of your energy dollars to be spent on heating. Also, be sure to have a licensed heating and cooling contractor service your heating and cooling system annually.

Checking your home's insulation levels is a way to determine how much energy is wasted in your home. Typically 40 percent or more of your home's energy is lost through the attic. GreyStone recommends that you contact an insulation contractor to discuss your home's insulation needs.

It's also important to change your air filter regularly to keep your heating and cooling system running efficiently. See a video on how to change yours at www.youtube.com/greystonepower.

GEMC FCU offers Credit Report 101 seminar free for members



GEMC Federal Credit Union is offering two upcoming seminars free to members. Learn how to establish or rebuild good credit history and obtain your credit report.

GEMC Federal Credit Union, located in GreyStone's two offices in Douglasville and Dallas, is offering two free seminars next month to members.

On March 6, join GEMC FCU at 6 p.m. at GreyStone's Douglasville office, located at 4040 Bankhead Highway, for Credit Report 101. Learn how to establish or rebuild good credit history and obtain your credit report. You'll also hear tips for using credit wisely and advice on costly pitfalls. The seminar will also cover the significance of a credit

report and score.

Credit Report 101 will also be held on March 13 at 6 p.m. at the Paulding County Public Library, located at 1010 East Memorial Drive in Dallas. Chick-fil-A will be served at both seminars.

Please RSVP to Mark Nofi at mark.nofi@gemc.org, or call 470-514-3016 if you would like to attend.

GEMC FCU is a full-service credit union with services available to members and their families receiving electric power from GreyStone. Learn more at www.gemc.org.