

GEMC

Celebrating the Georgia lifestyle

Georgia[®]

MAGAZINE

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OCTOBER 2019



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GREYSTONE
POWER CORPORATION
Making Life Better



Photo Credit: Robb Maag

MILLER'S MINUTE

GROUNDBREAKING SERVICE

This year has brought some exciting developments, marking important chapters in Greystone's history. We broke ground this summer on our Paulding County headquarters site, which will better serve members in the future.

Located near the geographic center of our eight-county service area, the new campus will allow us to respond efficiently to our members' needs. The site is already home to our solar farm and will hopefully be completed by the end of 2020.

Greystone has undergone major growth since we built our current headquarters, and today we are one of the largest electric co-ops in the nation. Now, we are also a J.D. Power Award-winning co-op.

Greystone ranked highest in customer satisfaction among cooperatives, according to the J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study.* I am thankful for members like you, who made us number one. As we move forward with new developments, like our headquarters, we strive to continuously improve member satisfaction while delivering reliable, safe, low-priced power every day.

- Gary

Gary Miller,
President/CEO

*Greystone Power received the highest score in the Cooperatives segment of the J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study of customers' satisfaction nationally among electric residential customers. Visit jdpower.com/awards

The Greystone Connection, which wraps Georgia Magazine, is a quarterly newsletter published by Greystone Power to keep you informed about the cooperative you own.

BOARD OF DIRECTORS

Jim Johns, Chairman, District 8, Douglas County

Genevieve Cole, Vice Chairman, District 1, Paulding and Bartow counties

David Hagenow, Secretary-Treasurer, District 3, Douglas and Paulding counties

John Walton, District 2, Paulding County

Neal Dettmering, District 4, Carroll and Douglas counties

Billy Mayhew, District 5, Carroll and Douglas counties

Maribeth Wansley, District 6, Fulton, Fayette and Coweta counties

Milton Jones, District 7, Fulton County

Lucy Andres, District 9, Cobb County

LOCATIONS

11490 Veterans Memorial Hwy.
Douglasville, GA 30134

120 Greystone Power Blvd.
Dallas, GA 30157

CONTACT US

Main 770-942-6576

Outage 1-866-GREYSTONE (473-9786)

OTHER WAYS WE SERVE YOU

Co-op Connections® Card, 770-370-2436

EMC Security, 770-370-2030

Gas South, 1-866-563-8129

Go Energy Financial Credit Union, 770-949-3557, 770-445-2800

Operation Round Up®, 770-370-2080

SurgeMaster Plus, 770-370-2070

Cooperative Solar, 770-370-2252

DOWNLOAD OUR APPS

The Greystone Power app allows you to pay your bill, view billing history and electricity use, and verify payments. The Outage Helper app lets you report an outage, receive live restoration times and view an outage map. Download both apps from the App Store or Google Play on your mobile devices.

FIND THE BOLT AND ENTER TO WIN!

Find the hidden lightning bolt (⚡) in the following Greystone pages and send us an email to MemberMatters@greystonepower.com with the subject line: Find the Bolt!

Include the following information in the email: the page you found the lightning bolt on, your full name, your phone number and your member account number. You will be entered into a drawing for a \$50 Visa gift card.

Not available in the EU

J.D. Power winner



GreyStone Power ranks highest in customer satisfaction among cooperatives, according to the J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study. The co-op received the J.D. Power Award from a company representative July 16.

The Electric Utility Residential Customer Satisfaction Study, now in its 21st year, measures customer satisfaction with electric utility companies by examining six factors: power quality and reliability; price; billing and payment; corporate citizenship; communications; and customer service. The study is based on responses from thousands of online interviews conducted from July 2018 through May 2019 among residential customers of the 142 largest electric utility brands across the United States, which collectively represent more than 101 million households.

GreyStone ranked highest in three factors that contributed to the co-op's segment winning score, including billing and payment, corporate citizenship and communications. Also, GreyStone received a score of 819 out of 1,000. For J.D. Power 2019 Award information, visit jdpower.com/awards.

"We would like to thank our members for making us number one in customer satisfaction among cooperatives. We strive to continuously improve member satisfaction while delivering reliable, low-priced power every day," said GreyStone President/CEO Gary Miller. "The continuous hard work by our board and employees made winning this award possible," Miller added.

Capital credits checks are arriving!

Capital credits are a unique feature of cooperatives. Margins above the cost of doing business are returned to members annually. The amount of your check is determined by your energy use. GreyStone has returned \$125.2 million in capital returns to members since 1936. It's the cooperative difference!

GreyStone is in the process of returning \$12 million to members and former members who had service in the years 2001, part of 2002 and part of 2018. This is the second year in a row that GreyStone has had its largest capital returns. Watch for your check in the mail. It is GreyStone's way of giving back to you for your continued support over the years. Thank you!



Breaking ground for a brighter future



Since Aug. 24, 1936, GreyStone Power Corporation, then known as the Farmers Electrical Association, has been committed to making life better for the communities it serves. GreyStone is still maintaining this commitment with the creation of a new headquarters.

The cooperative held a groundbreaking ceremony for their new Paulding County headquarters on July 11. The ceremony took place at the future headquarters, just south of the intersection of Pine Valley Road and Highway 92.

GreyStone has been at its current site since July 1963, when the headquarters moved to 4040 Bankhead Highway. Numerous changes and updates were made throughout the years including its last major expansion

in 1990, when the co-op served around 50,000 members. Since then, the co-op's membership has more than doubled, along with the operating revenue and miles of lines. "Due to the cooperative's success and growth, we have vastly outgrown the current 16-acre site," said GreyStone President/CEO Gary Miller at the event.

"Out of more than 830 electric distribution cooperatives in the country, GreyStone ranks 15th in size for number of members, and is the fourth largest in the state. In our current facility, we simply have no room to grow," added Miller.

The new headquarters site sits near the geographic center of GreyStone's eight-county service area, which will allow GreyStone to respond quickly to members' needs.

"Today, as we break ground, we look to the future of



“Due to the cooperative’s success and growth, we have vastly outgrown the current 16-acre site,” said GreyStone President/CEO Gary Miller.

GreyStone Power as it positions itself to better serve our members and the community for decades to come. These new facilities were planned to incorporate growth for the next 10 years, and the campus approach to our new facilities should allow for easier expansion in the future,” Miller said.

As GreyStone prepares for the move to the new Paulding County headquarters, the co-op will be closing

the Dallas office on Nov. 1. GreyStone has been planning for this growth for some time as it looks to the future. The co-op will incur no new debt to construct the new building.

The new facility in Hiram is expected to be completed by the end of 2020. New kiosk locations are also coming. Watch our website, greystonepower.com, for more information.

Board election candidates

Annually, three of the nine positions on GreyStone's Board of Directors are elected by members. Every member may vote on every position to elect directors. The election will be by voice vote at the Annual Meeting on Saturday, Oct. 12. For more information on the candidates, visit greystonepower.com.



David Hagenow District 3, Douglas and Paulding counties

David Hagenow is retired from IBM with nearly three decades of financial planning and accounting experience. A veteran of the U.S. Army, Hagenow served for 3½ years with training in power

generation. He graduated from Western Illinois University with a Bachelor of Science degree and earned a master's degree in accountancy from Virginia Polytechnic Institute and State University. Prior to retirement, Hagenow created, measured and reported on expense and resource budgets for IBM Global, worked as team lead/forecast coordinator for North America IBM and has certification in certified management accounting. He has also earned the Director Gold certification from the National Rural Electric Cooperative Association (NRECA). Hagenow has served as secretary/treasurer for the GreyStone Power Board of Directors since October 2018.

"My desire is to make GreyStone the lowest cost and safest provider of electricity in Georgia. We must balance outstanding service with affordable rates for all of our members. By diversifying our sources of electrical energy and good budgeting, we can continue ⚡ to provide safe, affordable energy," Hagenow says. "In addition, my background in financial planning and analysis will ensure GreyStone makes good strategic decisions on financing future investments. I look forward to helping the team make good fiscal decisions."



Billy Mayhew District 5, Carroll and Douglas counties

Billy Mayhew is currently Market Executive Senior Vice President with ServisFirst Bank in Douglasville. He formerly worked for Douglas County Bank from 1980 until 2013, serving as bank president and CEO for 28 years.

He is a graduate of the University of West Georgia. A community advocate, Mayhew was a founding board member of the Douglas County Boys Club in 1982, now

the Douglas County Boys & Girls Club, and was awarded the Boys & Girls Club Lifetime Achievement Award in December 2003. He also has supported his community by serving on other boards, including the Douglas County Chamber of Commerce, the WellStar Regional Board, the Douglas County Regional Youth Shelter, Community Bankers of Georgia and PRC Medical of Douglas County. He is currently chairman of the Hospital Authority of Douglas County. Mayhew and his family have been active members at Douglasville First United Methodist Church for more than 45 years.

"I am honored to serve on GreyStone Power's board with others focused on keeping GreyStone an electric utility leader while providing low rates and excellent service. I'm proud to be part of an organization so instrumental in building this community," says Mayhew.



Lucy Andres District 9, Cobb County

Lucy Andres is an associate attorney with Evert Weathersby Houff in Atlanta, where she assists in the management of both the national and local defense of clients involved in toxic tort and products liability litigation. Her firm represents several Fortune

500 companies and many private companies as well. She previously worked as an Attorney/Civil Division Law Clerk for the United States Department of Justice, Office of the U.S. Attorney, in Macon. She is a graduate of Mercer University's Walter F. George School of Law, receiving her Juris Doctor degree in May 2012. She received her bachelor's degree in May 2004 from the University at Albany, State University of New York. She serves as a board member of the Woodbridge Crossing Homeowners' Association in Smyrna.

"As a board member, I will ensure that GreyStone's corporate vision and overall corporate strategy is maintained and improved. I will encourage GreyStone's board to explore marketing measures and philanthropic activities as well as establishing corporate responsibility initiatives. My experience as an attorney and in governance, risk management and compliance will be an asset as a member of the GreyStone Board of Directors."

GreyStone Nondiscrimination Statement

In accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA

through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.



OFFICIAL NOTICE OF GREYSTONE POWER CORPORATION'S ANNUAL MEETING OF MEMBERS SATURDAY, OCT. 12, 2019

The Annual Meeting of Members of GreyStone Power Corporation will be held Saturday, Oct. 12, 2019, at the GreyStone Power Corporation headquarters facility at 11490 Veterans Memorial Highway, Douglasville, Ga. Registration will begin at 8 a.m. and the meeting will begin at 11 a.m.

The business portion of the meeting will be conducted in the following order:

1. Reports of Officers, Directors and President/CEO;
2. Results of the election of Directors to serve three-year terms from Districts 3, 5 and 9;

3. Any and all other business which may properly come before the membership at this meeting.

Your cooperative exists solely to serve its members, and we hope you will take an active role through your participation in the Annual Meeting. Please come and bring your family.

This Official Notice is hereby issued in accordance with your Bylaws this 26th day of August, 2019, by:

A handwritten signature in black ink that reads "David Hagenow". The signature is written in a cursive style.

David Hagenow, Secretary/Treasurer

EFFICIENCY 101

ENERGY 101 SEMINAR

GreyStone's free Energy Efficiency 101 (EE101) seminars have helped many members find simple ways to save energy at home and lower their energy costs.

This free seminar is held for no other purpose than to help our members better manage their home's energy use and save money.

Join us and learn how to save your household significant energy dollars simply by better understanding where the energy hogs are located in your home and how you can better manage them.

"The take-home material was priceless. In essence, the seminar was worth the invested time," says GreyStone member Tantalous Smith about Energy Efficiency 101.

Our next EE101 will be Tuesday, Nov. 12, 6:30 - 8:30 p.m., in GreyStone's auditorium, located at our main office at 11490 Veterans Memorial Highway, Douglasville.

Visit greystonepower.com, and check out our Member Benefits section to register for the event and learn more.



BEWARE OF PHANTOM LOADS

Most electronic appliances will draw a small amount of power when they are actually switched off. These phantom loads occur in appliances such as DVD/Blu-ray players, computers, televisions, stereos and kitchen appliances. Up to 75 percent of the electricity used to power home electronics is consumed while the products are turned off, but plugged in.

Consider the use of a power strip and using the switch on it to cut all power to the appliance, or simply unplug the appliance when not in actual use.

improving service

FOR GREYSTONE MEMBERS



EMC Security provides state-of-the-art security systems and monitoring to protect your home or business from \$16.95 per month with no contract required. A joint venture between GreyStone Power, Jackson EMC and Walton EMC, EMC Security puts your interests first with comprehensive, customized protection services. For more information, visit www.emcsecurity.com.



Gas South partnered with GreyStone Power to help save you money on your natural gas service for your home or business. GreyStone members receive an exclusive permanent discount on great low rates, no deposit (instantly saving you up to \$150), no connection fee (for an extra \$60 in instant savings) and additional saving in bill credits for online enrollment. For more information, visit gassouth.com/greystone.



Go Energy Financial is your savings partner, a benefit provided to you and your family or business as a member of GreyStone. Go Energy Financial is a full-service financial institution whose services have been available to GreyStone members since 1996. In addition to serving employees and family members of Georgia's electric cooperatives, services are also open to residents in all of the counties that GreyStone serves: Bartow, Carroll, Cobb, Coweta, Douglas, Fayette, Fulton and Paulding. Go Energy Financial provides a complete array of financial services, including low-interest loans and mortgages, free dividend-paying checking, high-dividend savings accounts and courteous service! Let them be the best part of your day! For more information, visit www.goenergyfinancial.com.



You could win big ...
Visit your co-op for fun
and festivities Oct. 12!

DON'T MISS THE ANNUAL MEETING!

You and your family are invited to visit GreyStone on Saturday, Oct. 12, at 8 a.m., for the co-op's Annual Meeting of Members. Each year on the second Saturday in October, families gather for fun activities for children, energy efficiency tips, information about electric vehicles, a musical performance and more!

The free event is open to all members and their families who receive electricity from GreyStone and will be held at the co-op's main office in Douglasville at 11490 Veterans Memorial Highway and the intersection of North Burnt Hickory Road, across from Beulah Baptist Church.

This year, kids will have the opportunity to learn about various forms of safety throughout the day with local law enforcement and our friends from Safe Kids. We are excited to have both the Douglas County and Paulding County Sheriffs' departments join us with several from their team, which will include Douglas County's Polar Patrol and boom truck and Paulding's SWAT truck. Local fire departments will also be on hand with their burn trailer and fire engine for kids to see.

Kirk Jay (pictured top right) will perform for members at 9:45 a.m. Jay was a contestant on the NBC program "The Voice." Jay made the finale and finished in the top 3 of Season 15.

The Annual Meeting kicks off with a free Chick-fil-A biscuit, served from 8-10 a.m. The Deep South Biscuit Co. food truck, as highlighted on a recent episode of "Food Truck Nation," will be on hand with a variety of biscuit and Tator Tot menu options for members to purchase. The Annual Meeting wraps up with a business meeting to update members on the status of their cooperative.

The business meeting will be held at 11 a.m., followed by door prizes and the grand-prize giveaway, a truck retired from the GreyStone fleet.

An election will be held by voice vote for three uncontested board directors continuing their service to members. Learn more about the incumbent directors on page E.

Bring your electric bill to simplify registration, which will be open from 8-11 a.m. The member (whose name is on the bill) must be present to register. You cannot register for someone not in attendance, or if you are not the GreyStone member of record.

Visit greystonepower.com to learn more!

Member Daniele Haynes, left, was the winner of last year's grand-prize giveaway, a truck retired from the GreyStone fleet.



Dear GreyStone Power member,

Thank you for making us #1 in customer satisfaction among cooperatives in J.D. Power's recent survey.

Your cooperative is continuously striving to improve service to you, while delivering reliable, safe, low-priced power every day. It's another way we can make your life better.

You certainly made ours better with your great rating!



PRESENTED TO
**GREYSTONE
POWER**
BY J.D. POWER AND ASSOCIATES



GREYSTONE
POWER CORPORATION
Making Life Better

P.S. Did we mention that our rates are 21% lower than Georgia Power's in the summer and nearly 12% lower in the winter!*

**Ranked #1 in
Customer Satisfaction
Among Cooperatives**



For J.D. Power 2019 award information, visit jdpower.com/awards

GreyStone Power is an equal opportunity provider and employer. Not available in the EU.

* According to the 2018 summer and 2019 winter rate surveys by the Georgia Public Service Commission. Based on the residential use of 1,000 kilowatt hours (kWh) per month.