

# Making Life Better



**2019 Corporate Social  
Responsibility Report**

## MISSION/VISION

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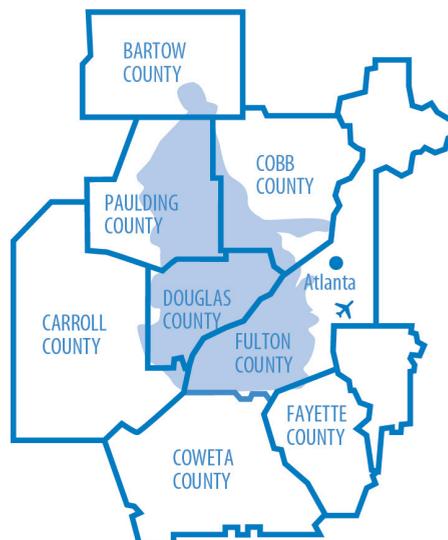
# Making Life Better *in the communities we serve*



## CORPORATE PROFILE

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*GreyStone Power is a member-owned, not-for-profit electric cooperative, serving portions of eight west-metro Atlanta counties. We provide electricity to more than 118,000 homes, businesses, schools and industries.*



A photograph of a modern, multi-story office building with large windows and a concrete facade. The word "GREYSTONE" is prominently displayed in large, metallic letters on the upper left corner of the building. The sky is blue with scattered white clouds. The image is partially obscured by a white diagonal shape that serves as a background for the text below.

GREYSTONE

## TO OUR MEMBERS

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**Making Life Better**—three words that at face value may not seem like something you would hear from an electric provider, but GreyStone Power is no normal electric provider.

As an electric cooperative owned by the people we serve, making life better is at the heart of everything we do. That is one reason we changed our mission/vision statement this year, to reflect that our goal is to make life better in the communities we serve.

As members, you know GreyStone as a reliable electric co-op that you never have to worry about when you flip the light switch. On top of that, we strive to be the best community partner we can be.

That hard work has resonated with you, our members. Recently you ranked us number one in customer satisfaction among cooperatives, according to J.D. Power.\* You also rated us highest in corporate citizenship, which is a key factor in the study. We cannot say thank you enough for ranking us so high.

Through employees volunteering, sponsorships, scholarships and more, GreyStone is focused on giving back.

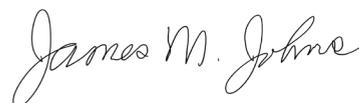
Your co-op is focused on renewable energy and energy efficiency as well. GreyStone's additional 57 megawatts of solar generation will come online by the end of 2021 if everything is completed on schedule.

In this Corporate Social Responsibility Report, you will see different ways your co-op is focused on making life better.

Thank you, valued member, for being a part of that mission!

A handwritten signature in black ink that reads "Gary Miller".

**GARY MILLER**  
President/CEO

A handwritten signature in black ink that reads "James M. Johns".

**JIM JOHNS**  
Chair

\*For J.D. Power 2019 award information, visit [jdpower.com/awards](http://jdpower.com/awards)



GreyStone  
**GIVES**

GreyStone  
**GIVES**

## GIVING BACK TO THE COMMUNITY

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Giving back to the communities we serve is in the very fabric of GreyStone's DNA.

As a member-owned electric cooperative, everything we do is focused on better serving our members, be it through affordable and reliable electricity, or giving back portions of capital.

For the second year in a row, GreyStone is returning \$12 million in capital credits. Giving back capital sets GreyStone apart, and is a benefit of being a valued member of a co-op. The checks were mailed out this fall, and we are proud to be putting money into our members' pockets!

Your co-op doesn't just give back money, we also give back time. Through our GreyStone Gives program, each employee can volunteer eight hours per year with a 501(c)(3) nonprofit. Members of the GreyStone team can be found throughout our service area in their blue shirts, like these pictured on the left, working on different projects such as landscaping a veteran's home with Habitat For Humanity or stocking a food pantry, like at Warehouse of Hope.

GreyStone employees give back by serving on many boards of directors and in civic organizations as well. From economic development boards to serving with Rotary International, your co-op's staff members play a vital role in helping our local communities.

GreyStone employees also proudly support Relay For Life and United Way each year.

Not only does your co-op and its employees give back, but members do as well through Operation Round Up. This program allows members to round their electric bills up to the nearest dollar. These funds then go to help support more than 115 nonprofits. All this is done by giving extra change, and on average members give \$6 per year. Since GreyStone started participating in Operation Round Up in 1998, members have donated more than \$5.7 million.

The GreyStone Power Foundation, Inc. has been able to use these funds to help organizations such as the Cultural Arts Council Douglasville/Douglas County, Youth Villages, Warehouse of Hope and Special Olympics Georgia.

With a focus on helping our community, GreyStone takes every opportunity we can to make life better. One of the seven cooperative principles is Concern for Community, and as you can see, your co-op acts on that concern. We are proud of the work we do as a corporation, as employees and with the help of our members.



→ Watch for the blue shirts! Your GreyStone employees will be volunteering even more due to our new program, GreyStone Gives. It's one of the many ways the co-op is giving back to our community!

## Giving Back to the Community GREYSTONE GIVES STATS

367 Hours  
Volunteered  
since 2018

500 pounds of rice  
portioned out in  
two hours to help  
feed 500 families

8 organizations helped since 2018  
Many lives made better  
Proud GreyStone employees

GreyStone  
GIVES



→ Human Resources Manager Rita Harris, who serves as the chair of the Governing Board of the Paulding College & Career Academy, and Human Resources Specialist Lanette Toler attending the Paulding County School District's STEM Expo.

## Giving Back to the Community DEDICATED SERVICE

- » **Charles Camp**, Brighten Academy Governing Board
- » **Ebony Cintron-Hawes**, Community Organizing Resources For Excellence
- » **Wayne Glover**, Past President, Paulding County Boys & Girls Club Board
- » **Nadia Faucette**, Douglas UnitE Executive Committee
- » **Kurt Kraft**, South Fulton Chamber Board
- » **Trisha McBee**, S.H.A.R.E. House Board (Family Violence Crisis Center)
- » **Gary Miller**, WellStar Health System Board, Douglas Regional Health Board, Hospital Authority of Douglas County Board, Development Authority Board of Douglas County
- » **Kara Pearson**, Immediate Past Chair, Douglas County Chamber of Commerce
- » **Tim Williams**, State Board of the Technical College System of Georgia, Vice Chairman of the Board of Directors of the Go Energy Financial Credit Union
- » **James Wright**, Immediate Past Chair,



→ Project Design Technician Michael Craton, president of the Paulding County Utility Coordinating Committee, receiving a proclamation by the Paulding County Board of Commissioners.

- » Paulding County Chamber of Commerce, Vice President of DC Gamechangers, Inc.
- » **Paul Wood**, Warm Springs, Little White House Advisory Board, appointed by the governor
- » **Latika Ziehl**, Douglas County College and Career Institute Board



GOLDSTONE  
HVAC & HEATING

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## THINKING GREEN

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When you think green, think GreyStone. Our energy mix incorporates cleaner, greener sources of power, such as solar. Also, we work hard to inform our members on ways to be more energy efficient, because the more energy efficient a home is, the more energy dollars you can save.

GreyStone's Cooperative Solar program has been a hit! Since 2016 members have been able to purchase solar energy directly from the cooperative. Eligible members can purchase up to two blocks at \$22 apiece. Once the blocks are purchased, the member will receive a credit for the amount of energy generated by the blocks each month. This program also opens the door for people who would not otherwise be able to receive solar power, like apartment residents or those whose property is not suitable for solar generation. You can learn more at [greystonepower.com/solar](http://greystonepower.com/solar).

GreyStone is also a member of Green Power EMC, which utilizes "green" resources such as biomass, solar, wind and water to generate electricity. Their mission is to facilitate the procurement and marketing of electricity from cleaner, greener power sources, add it to the co-op's power mix, and build member-owned loyalty by generating awareness about their environmental product offerings and services.

Your co-op's Green Power program is certified by Green-e Energy.

More information can be found at [greystonepower.com/greengreenpower](http://greystonepower.com/greengreenpower).

Along with an eye on greener energy, GreyStone has multiple opportunities for members to save on energy costs.

GreyStone's Residential Energy Services Department hosts two Energy Efficiency 101 (EE101) seminars a year, one in the fall and one in the spring. At EE101, members learn ways they can reduce their energy use and ways to make their homes more efficient.

Also, members can receive a \$100 rebate if they purchase and install an ENERGY STAR smart thermostat. Some smart thermostats can learn from users' behaviors to match their preferences while saving energy. These rebates are paid to members for 2019 purchases and installation, or until allotted funds are depleted. Learn more at [greystonepower.com/rebates](http://greystonepower.com/rebates).

GreyStone has your back when it comes to changing your air filter. Members can sign up for FilterEasy. This program allows members to receive filters delivered directly to their homes. The cherry on top is that GreyStone will purchase their first filter!

Our Residential Energy Service Department has an expert staff here to make life better. Visit [greystonepower.com/energyaudits](http://greystonepower.com/energyaudits) to find out how to receive a free energy audit from one of these amazing team members.



→ GreyStone incorporates economically reasonable green energy into our portfolio and teaches members how to be energy efficient.

## Thinking Green COOPERATIVE SOLAR

710  
Members  
Participating



1,105  
Blocks  
Purchased



→ GreyStone members had the opportunity to sign up for our Cooperative Solar program during the co-op's Annual Meeting event.



Thinking Green  
**SMART THERMOSTAT REBATES**



→ *GreyStone members who own their homes and install an ENERGY STAR smart thermostat, or install an ENERGY STAR-rated HVAC system with a smart thermostat, are eligible for a \$100 rebate.*



855  
Rebates  
Paid in  
2018

548  
Rebates  
Paid  
YTD





## SUPPORTING EDUCATION

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“An investment in knowledge pays the best interest,” said Benjamin Franklin.

GreyStone is proud to make life better by investing in students, schools and higher education in our service area.

Your cooperative frequently gives back to our schools by sponsoring events and giving donations to help with the purchase of vital educational tools.

Many GreyStone members have partnered with their co-op in this effort by participating in Operation Round Up. Through this program, members volunteer to round up their electric bills to the next dollar.

Every year, those Operation Round Up funds support five \$3,000 scholarships for GreyStone members or those residing in a member household, as well as two technical college scholarships for \$2,500 each.

Our employees also can be found helping students in need when requests arise from different schools.

Every summer, GreyStone sponsors a trip to Washington, D.C. for five students through the Washington Youth Tour program (which you can learn more about on page 14).

On top of financial support and sponsorships, GreyStone invests in education by giving time.

Multiple employees serve on boards that give back to our school systems and their students.

Energy Services Department Manager Drew Hook is a member of the Paulding Education Foundation Board. The foundation promotes excellence in education in the Paulding County School District.

Human Resources Manager Rita Harris is the chair for the governing board of the Paulding College & Career Academy, and Purchasing Manager Danny Alsobrook serves on the advisory board for the Energy Pathway at the academy.

Mentoring students is another point of pride for GreyStone. PR & Communications Manager Ashley Kinnard serves as a mentor and chair of Communities In Schools of Douglas County, an organization which provides mentoring and after-school programs.

GreyStone doesn't just support students in the classroom, they also support them on the field. Each year, the co-op sponsors the Georgia High School Association (GHSA). In 2018, Brand Strategist Adam Elrod, along with GPB, presented Paulding County High School and North Paulding High School with the Cooperative Spirit Sportsmanship Award. This award is presented to schools based on their sportsmanship during events through the school year.



→ Our 2019 Washington Youth Tour winners with GreyStone President/CEO Gary Miller and GreyStone Board Director Maribeth Wansley.

## Supporting Education Washington Youth Tour

Once a year, high school students are selected by the electric cooperatives in Georgia and other states as delegates on the Washington Youth Tour. Nationally more than 1,500 students are chosen to participate. GreyStone sponsors five high school juniors from schools in our service area to participate each year.

Candidates are student leaders chosen by counselors and teachers from participating high schools in the cooperative's eight-county service area.

Each school may nominate up to seven juniors at least 16 years of age to compete for this once-in-a-lifetime opportunity. GreyStone representatives visit schools in mid-January, with winners selected in March. The program is also open to children of GreyStone members interested in the program who excel in academics and demonstrate leadership potential.

Once selected, these students compete for the GreyStone-sponsored spots on the youth tour. After studying provided materials

about GreyStone and the history of rural electrification, participating students take an exam at the cooperative's main office. The five students with the highest test scores receive an all-expenses-paid trip to Washington, D.C., to participate in this life-changing leadership event.



→ GreyStone's Washington Youth Tour winners visiting the White House.



→ *GreyStone Power Foundation, Inc. Chairman Marcus Carter presenting Chattahoochee Tech's recent Clower Scholarship winner with her check!*

## Supporting Education Clower Scholarship

GreyStone Power is a strong supporter of technical education. The Tim B. Clower Scholarship for \$2,500 is awarded annually to one student from Chattahoochee Technical College and one student from West Georgia Technical College. The scholarship is awarded in honor of former GreyStone Power President/CEO Tim B. Clower and his dedication to technical education.

GreyStone Power does not participate in the selection process. Each college's financial aid office selects the student based on certain criteria, which includes the following.

The student must be enrolled in a program of study leading to a certificate, diploma or associate degree.

The student also must either be a GreyStone Power member, or their primary residence must be the household of a GreyStone Power member.

Applicants should be maintaining satisfactory progress according to the



→ *GreyStone President/CEO Gary Miller with West Georgia Technical College President Scott Rule.*

institute's Satisfactory Academic Progress policy, and demonstrate financial need in continuing educational goals. Students should demonstrate financial need as well as excellence in studies.

WGTC also requires a minimum GPA of 2.5.

