

GEMC *Celebrating the Georgia lifestyle*
Georgia[®]
MAGAZINE

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JANUARY 2020

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GREYSTONE
POWER CORPORATION
Making Life Better



Photo Credit: Robb Maag

MILLER'S MINUTE

THE CO-OP DIFFERENCE

GreyStone Power got its start in 1936, when a group of local farmers formed an electric cooperative to power their community. Back then, for-profit utilities did not want to serve rural areas. From the beginning, GreyStone has been a different kind of company – one that exists to deliver reliable and safe electricity to its members at the lowest possible cost.

In December, your not-for-profit co-op returned \$4 million to members on their bills as a special Money-Back Credit. This return was a result of the extended period of high temperatures we had in 2019, which made revenues higher than projected. So while other utilities are looking to raise rates, GreyStone is returning millions to members.

In total, we returned more than \$36 million in 2019. That included \$12 million in capital credits in October, and more than \$20 million in Wallet Watch Credits on members' bills throughout the year. GreyStone members also enjoy low rates.

It turns out our mission hasn't changed much since 1936 – we're still focused on making life better in the communities we serve. Wishing you a very prosperous new year!

- Gary

Gary Miller,
President/CEO

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

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LOCATION

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Douglasville, GA 30134

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



Above, GreyStone Power linemen Sam Albright, Tony Brown and Matt Williams accept the award for fifth place overall. Below, GreyStone representatives supported the team during the rodeo.



GREYSTONE NEWS

INT'L RODEO WINNERS

GreyStone Power sent a lineman team and two apprentices to compete at the International Lineman's Rodeo in Overland Park, Kansas, Oct. 19.

The team of Tony Brown, Sam Albright, Matt Williams and Coach John Atcheson placed second in the EMC division and fifth overall. Participating apprentices included Dalton Owens and Stacy Fuller, with Marcus Aldridge serving as their coach.

Josh Kirby and Clyde Hatfield served as judges for the events, which included the Pole Climb, Hurtman Rescue, Rope Splicing and Armor Rod Installation Changeout.

Other GreyStone representatives attending the rodeo included Roy Flemister, Tim Costner, Derek Carruth, Chris Gibson, David Johnson and Terry Queen.

The International Lineman's Rodeo attracts the best linemen from around the world to compete in events based on traditional lineman tasks and skills. The event also reinforces safe work practices, since linemen who commit safety infractions lose points during the competition events.

"The rodeo offers a great opportunity for our linemen to further develop and demonstrate their skills while emphasizing safety," says President/CEO Gary Miller. "Congratulations to our winning team, and thank you to all who participated!"

Have you followed us on Instagram?

GreyStone Power is now on Instagram! Follow us for information on office hours and closings, community involvement, GreyStone news and pertinent member information. The account also features videos from co-op events and provides an in-depth look at our employees who help our members each day.

GreyStone's Instagram handle is [@greystonepowercorp](#). Be sure to also follow and like us on our Facebook, Twitter, YouTube and LinkedIn accounts as well. This is just another way we are committed to making life better for our members. We can't wait to connect with you!





The *leadership* experience of a *lifetime*

GreyStone Power is accepting applications from area high school and home-schooled juniors to compete for an all-expenses-paid spot on the 2020 Washington Youth Tour. This inspiring, weeklong leadership trip offers participants the opportunity to experience U.S. government and U.S. history firsthand while having fun, making new friends and developing leadership skills.

If chosen, a student will become one of five delegates sponsored by GreyStone and join 115 teens from other EMCs across Georgia to represent the state during the 2020 Washington Youth Tour to be held June 18-25, 2020.

GreyStone employees visit participating high schools in the co-op's service area in January and February to meet with eligible students. Participating students are leaders selected by counselors or other school staff. Students are given study information during a presentation held at their school.

After learning about electric cooperatives, American government and electricity, students are tested on their knowledge in March. The students who earn the top five scores on the test win the trip!

GreyStone delegates who are selected for the Youth Tour have the opportunity to visit historical sites and monuments, as well as make connections with other high-achieving peers while participating in an unforgettable weeklong journey in the nation's capital. The Youth Tour includes face-to-face meetings with state and national leaders, leadership training and discussions on important issues with students from other states.

Students will also have the chance to interact with delegates from other states, as the tour brings more than 1,800 students from across the country to D.C.

The Washington Youth Tour is Georgia's oldest leadership program for teens, and there are more than 50,000 alumni from the program. For more information on the program, contact your school counselor or call GreyStone's Youth Tour coordinator at 770-370-2059.



'The Washington Youth Tour taught me that no matter who you are or where you came from, you have an opportunity to rise up and make the world a better place. We live in the greatest nation in the world, largely due to our founding principles of democracy and freedom.'

—2019 GreyStone delegate Sydney Branton





.....CO-OP PRINCIPLES.....

MEMBERS' ECONOMIC PARTICIPATION

MONEY-BACK CREDIT

GreyStone is a different kind of power company. While others plan to raise rates for their customers by hundreds of dollars a year, GreyStone is focused on keeping our prices low. In fact, your cooperative ranked second-lowest among electric co-ops in Georgia, according to the Public Service Commission's 2019 winter residential rate survey.

Not only are GreyStone Power members paying less than other Georgians do for electricity, but the co-op also returned a record \$12 million in capital credits back to members in October, for the second year in a row.

And GreyStone is not stopping there. In 2019, because revenue exceeded projections due to the prolonged high temperatures, we were able to give a special Money-Back Credit of \$4 million. That is a credit that members saw on their December bills.

All of this is in addition to the Wallet Watch Credit members receive each month, which credited more than \$20 million on members' bills last year. That means GreyStone gave back more than \$36 million in 2019.

"I am proud that we are able to give back to our members," says GreyStone President/CEO Gary Miller. "As a not-for-profit electric cooperative, owned by the members we serve, there is no better feeling than to return such a large amount of money to our members while still providing safe, reliable and affordable electricity."

The Money-Back Credit appeared on members' bills where the Wallet Watch Credit normally is listed. The one-time credit was based on members' energy use and was deducted from December bills. In January, the Wallet Watch Credit returns to bills.



AROUND GREYSTONE

GEORGIA EMC LIFESAVING AWARD

GreyStone employees Brett Corley, Jacob Brumbelow, Brian Carden, Taylor Shadrix and Matt Ingram accept Lifesaving Awards at Georgia EMC's Annual Meeting. Not pictured: Nabil Chabayta and Austin Frazier.

Seven GreyStone Power employees were honored by Georgia EMC with statewide Lifesaving Awards at its Annual Meeting in Savannah on Nov. 11. The seven GreyStone Power linemen are among 14 employees from five EMCs in Georgia to be recognized with a Lifesaving Award, which recognizes EMC employees whose quick thinking and actions are instrumental in safeguarding others from dangerous or potentially deadly situations.

Swift action helped Brett Corley, a lead lineman, save his brother-in-law at a family dinner. Corley's brother-in-law took a large bite of food, and his face became blood red. Corley thought it might be a joke at first, until his brother-in-law spit his mouthful of food on the floor. He then realized that his brother-in-law was really choking. Everyone froze, but Corley stepped in and started performing the Heimlich maneuver.

As Corley started the maneuver, he did a few thrusts, but nothing was coming up. After one big thrust, the food came up and his brother-in-law's wife pulled out a piece of meat that was about 4 inches long from the man's mouth. He later thanked Corley and said he has never choked like that before and that it scared him because he thought he was going to die.

Quick thinking and actions by the GreyStone Power linemen crew of Jacob Brumbelow, Brian Carden, Nabil Chabayta, Austin Frazier, Matt Ingram and Taylor Shadrix saved the life of a woman trapped in a burning vehicle.

The workers came upon a horrific wreck at an intersection. A car had rear-ended a truck and flipped onto its roof, trapping the driver inside. Chabayta and Ingram raced to get fire extinguishers, while Shadrix and Carden tended to the female driver, who was bleeding, unconscious and trapped by her seatbelt. The two

donned gloves to protect themselves.

Meanwhile, Brumbelow and Frazier put on their flagging vests and used their flags and stop/go paddles to control traffic around the accident scene.

"The woman was hanging upside down, so we had to cut the seatbelt carefully and support her while we laid her on a heavy tarp," Shadrix says.

An ambulance crew and police arrived soon after, and the GreyStone crew assisted in putting the woman in the ambulance and handed off flagging duties to the police.

"There's not a person at GreyStone who wouldn't do the same thing for anybody who needed help," says Shadrix.

GreyStone is proud to have employees like these who not only work hard at their jobs, but also work hard to keep their families and communities safe.

AROUND GREYSTONE MEETING OF MEMBERS



WRAP-UP

As members gathered for GreyStone Power's 82nd Annual Meeting to discuss the business of the co-op, President/CEO Gary Miller spoke to members about the past year's accomplishments.

In 2019, GreyStone was ranked number one in customer satisfaction among cooperatives, was voted by Douglas County Sentinel readers as the Best Employer for the fourth year in a row, received the top award for Best Total Communication Program for the second time in five years and took home the top honor at the 2019 Georgia Lineman's Rodeo.

"We want to thank you all, our members, for making us number one in customer satisfaction among cooperatives, according to the J.D. Power 2019 Electric Utility Residential Customer Satisfaction Study*," said Miller. "I think

this has been one of the most exciting years in GreyStone Power's history."

In addition to all of the wins, the co-op hasn't wavered in its commitment to members. GreyStone is doubling the number of kiosk locations in Paulding County to better serve members, as well as offering a new electric vehicle rate designed for members with electric vehicles or other smart devices that can shift their electric use from

higher-cost, on-peak periods to lower-cost, off-peak periods.

With a goal of constant improvement, GreyStone will continue to make life better for all of its members.

"Together with GreyStone's employees and our board, we are focused on making life better for our members by keeping prices low and delivering the J.D. Power award-winning level of service that you have come to expect," he said.



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

EFFICIENCY 101

GREYSTONE MARKETPLACE

Shopping for energy-saving products can be daunting. That's why GreyStone will soon offer the GreyStone Marketplace to help members navigate energy-saving purchases.

The GreyStone Marketplace is an online store that facilitates the purchase of energy-saving products and services while offering instant rebates for certain products.

Items in the Marketplace will include smart thermostats, lightbulbs, smart home products and water-saving devices such as low-flow showerheads.

Products can be purchased directly from the Marketplace website and be shipped directly to members.

Certain items sold in the Marketplace will be available for residential instant rebates. Some stipulations may apply.

Visit greystonepower.com to check for an official launch date and learn more.

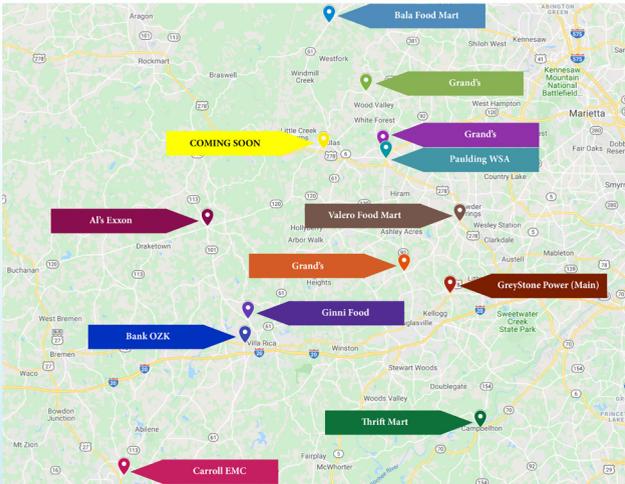


NEW EV RATE AVAILABLE

As technology continues to increase on our roads and in our homes today, we are excited to introduce the Residential Electric Vehicle rate (EV rate) to help members with electric vehicles or other smart appliances/devices that can shift their electric use from high-cost, on-peak periods to low-cost, off-peak periods. GreyStone's EV rate works by charging a lower price per kilowatt-hour (kWh) during the times of each day in which GreyStone's costs are lowest. Other conditions apply, so we encourage you to do your research to see if this rate fits your life. Learn more at www.greystonepower.com/ev.

improving service

FOR GREYSTONE MEMBERS



New kiosk locations available

We are excited to offer three new kiosk locations:

- 6435 Hiram Douglasville Hwy. in Powder Springs
- 60 Ivey Gullidge Road in Dallas
- 3844 Atlanta Hwy. in Hiram

Our Dallas district office closed on Nov. 1. We plan to add additional kiosks and are reviewing more locations throughout our service area. Please visit our website, www.greystonepower.com, for additional information about kiosk locations.

New headquarters update

Construction on GreyStone's new Paulding County headquarters is underway!

Currently, there is a lot of dirt that has been moved to create level ground for the buildings. Some trees have been removed, but the property will be left as is where possible, and GreyStone will try to preserve as many trees as possible. This is also a dirt-neutral site, which means no dirt has to be purchased or hauled off, which saves money.

The co-op is planning to sell the current headquarters, and closed the Dallas office on Nov. 1 in preparation for the sale of that building. Thanks to proceeds from these sales as well as our savings from over many years, GreyStone will incur no new debt to build our new headquarters near Hiram.

The new headquarters location is at Ridge Road and Highway 92, which is already home to GreyStone's solar farm. The site is 200 acres, with about a 50-acre

footprint for the new headquarters facility. It will house a 99,000-square-foot main office, 40,500-square-foot operations and engineering building, a 50,000-square-foot warehouse and a 75,000-square-foot vehicle maintenance and metering shop.

The new facility near 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.



GreyStone Power:



GreyStone Power President/CEO Gary Miller and Board Member Maribeth Wansley accept the Community Service and Volunteerism Award from Washington EMC President/CEO Wendy Sellers and Georgia EMC Vice President, Training, Education and Safety Harry Reeves.

“Supporting local veterans is part of GreyStone’s commitment to the communities we serve. These men and women have made great sacrifices through their service, and it’s a privilege to support them and recognize them in any way we can.”

EMC of the Year

GreyStone Power was recently named EMC of the Year and presented the 2019 Georgia EMC Community Service and Volunteerism (CSAV) Award for consistent and continued support of Georgia's active and retired military personnel.

"Supporting local veterans is part of GreyStone's commitment to the communities we serve," says Gary Miller, president/CEO of GreyStone Power. "These men and women have made great sacrifices through their service, and it's a privilege to support them and recognize them in any way we can."

According to Miller, the electric cooperative is a service organization at its core, beginning with GreyStone Gives, a program that allows time off for employees to support 501(c)(3) organizations.

In recent years, the co-op has established a number of ways to give back, and honoring veterans in the local community via financial and in-kind support ranks at the top of the list – from service programs such as Habitat for Humanity, scholarships, sponsorships/donations to causes and organizations dedicated to honoring military service, employment opportunities, and recognizing and showing appreciation for its own veteran-employees.

Specific efforts to recognize military personnel began in 2015, when GreyStone hosted an event honoring Vietnam veterans during the 50th anniversary of the Vietnam War. Since that time, the co-op has launched a number of other initiatives to recognize veterans, including an annual military service recognition breakfast for GreyStone Power employees, retirees and board members who are veterans or are actively serving in the military.

The annual breakfast, which took place on Veterans Day this year, includes gifts for the veterans and features a local veteran speaker. This year's keynote speaker was retired Marine and attorney Ken Bernard.

To benefit a local war veteran, GreyStone employees landscaped a new Habitat for Humanity home for retired Engineman Chief Petty Officer Marilyn Clark in Veterans Place, a four-acre subdivision designated specifically for veterans. The goal of the planned community is to serve those who served.

"It takes a village to build a home, and GreyStone Power

supported our organization and a build in one of only two veteran Habitat communities in the country," says Jessica Gill, president/CEO of Habitat for Humanity of Northwest Metro Atlanta. During a day of service, the co-op provided 30 volunteers and donated \$10,000 toward the building of the home.

"GreyStone is a true leader in the community and an example of an organization that understands what it means to offer affordable housing in our neighborhoods," Gill says.

The co-op also lends support to programs which encourage hiring of military personnel. GreyStone and the National Rural Electric Cooperative Association joined forces through "Serve our Co-ops; Serve our Country," a program which encourages companies to hire veterans. Through this unique platform, the co-op has already hired a number of former military personnel and expects to hire more through participation in job fairs targeted specifically to veterans.

In fact, GreyStone has brought several former servicemen into its linemen apprenticeship program and expects two additional veterans to join its apprentice linemen program later this year. Support extends to soldiers-in-training as well. The co-op recently presented \$28,000 to the University of North Georgia, one of six senior military colleges in the U.S., to establish the GreyStone Power Corp. Corps of Cadets Scholarship. Each year, the program awards one \$1,000 scholarship to promising students, with particular consideration given to a cadet from a county served by GreyStone.

The electric co-op received letters of recommendation from community leaders in support of its nomination.

In recent years, the CSAV Award has been presented to deserving EMCs to spotlight outstanding efforts and initiatives of EMC management, individual directors and employees who are working to build stronger communities.

The award was presented to GreyStone Power President/CEO Gary Miller and Board Member Maribeth Wansley during Georgia EMC's Annual Meeting on Nov. 11 in Savannah. To commemorate the occasion, a donation in the co-op's name will be made to a charity of its choice.

A Different Kind of Company



\$20 million

**in Wallet
Watch Credits**



\$12 million

**in Capital Credits
(Money back to members)**



\$4 million

**in Money-
Back Credits**



\$36 million
in credits to the people we serve.

Why would a power company return more than \$36 million to its customers in one year?

GreyStone Power is a different kind of company. This not-for-profit electric cooperative is owned by the people it serves, called members.

That means that while GreyStone is focused on providing safe, reliable, affordable electricity, it's also focused on keeping rates low and service high.

greystonepower.com

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



GREYSTONE
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