

GEMC
Celebrating the Georgia lifestyle
Georgia[®]
MAGAZINE

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OCTOBER 2020



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www.georgiamagazine.org



GREYSTONE
POWER CORPORATION
Making Life Better



Photo Credit: Robb Maag

MILLER'S MINUTE

PROGRESS CONTINUES

The pandemic paused many activities and events this year. At GreyStone, while we reacted swiftly at its onset to protect the health of our members and employees, in many other respects, it has been business as usual. Linemen restoring power and maintaining reliability. Member services reps helping members with managing their balances. Our leadership team conducting strategic planning sessions. Construction progressing on our new headquarters facility in Paulding County.

This next year will mark an important chapter in your co-op's history as we move our operations to Paulding County. We expect to move to our new headquarters in early 2021. The new site will allow us to respond more efficiently to our members' needs, and the campus-style approach will meet our needs for many years to come.

Our current headquarters will be sold, and the proceeds from that office and the Dallas district office, combined with savings from many years, will mean that GreyStone will incur no new debt for this much-needed project. Visit greystonepower.com/newhq to see the latest progress on the new headquarters.

- 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

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

LOCATION

11490 Veterans Memorial Hwy.

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



GREYSTONE NEWS

Excellence AWARD

The Douglas County Partners in Education (PIE) has begun a Partners of Excellence (POE) awards program to recognize businesses, religious organizations and other nonprofit organizations that go above and beyond serving schools.

GreyStone Power Corporation and MembersFirst Credit Union were nominated by several schools at different levels for a POE award.

“Because of all these two businesses have done for years on end, and since they received several nominations, the awards committee voted to recognize them as Partners of Excellence Legacy winners,” says Vonda Thorpe, PIE Board chair for 2019-2020. “They have partnered almost every year PIE has been in place and have impacted thousands of lives.”

GreyStone Power Corporation has sponsored annual field trips to the Georgia Aquarium, Tellus Science Museum and World of Coca-Cola. The co-op also sponsors in-school STEAM Day activities and various arts and crafts projects.

“GreyStone supports education because we’re invested in our community, and it is a reflection of our values,” says GreyStone President/CEO Gary Miller. “We want to continue to partner with educators to help build future community leaders and engaged citizens.”

Trisha McBee, right, received the Partners of Excellence award on behalf of GreyStone from Patty Wenck, PIE Board member.

Power Line Podcast

GreyStone Power is excited to announce that we have launched a brand-new podcast, the Power Line Podcast. Members will hear about how their co-op works, learn about our departments, jobs and more. Find out how GreyStone is involved in the communities we serve and how we keep members safe around electricity. For all this and more, just visit greystonepower.com/powerlinepodcast.

Don't forget to subscribe on your favorite podcast platform. Just search GreyStone Power.



Capital Credits: Your check is in the mail!

As a not-for-profit cooperative, every year GreyStone Power returns margins above the cost of doing business to current and former members who had power with the co-op during specific years. These capital credits are GreyStone's way of returning a portion of your investment in the cooperative to you. You have helped the cooperative to be the success that it is today.

We are happy to report that due to GreyStone's strong financial condition, we are returning \$8 million to current and former members! This capital retirement represents margins earned by GreyStone during part of 2002 and part of 2019. The amount of your check is based on how much electricity you purchased during those years. Including this year, a total of \$148.7 million has been returned to our members over our decadeslong history.

Due to financial hardships that the COVID-19 pandemic created, GreyStone returned a record \$15 million in capital credits earlier this year. Those members who had power with GreyStone in 2019 received the Capital Credits Early Refund on their May bills, which helped the vast majority of GreyStone's membership.

GreyStone members also enjoy some of the lowest electricity prices in the state among 94 utilities, according to the Georgia Public Service Commission's rate surveys, as reported at psc.ga.gov.

At GreyStone, we are focused on making life better in the communities we serve.



AROUND GREYSTONE

UPDATE ON NEW HEADQUARTERS



GreyStone Power is still expecting the move to the new Paulding headquarters to happen in January 2021. Things are rapidly progressing on the 99,000-square-foot main office, 40,500-square-foot operations and engineering building, the 50,000-square-foot warehouse and the 43,000-square-foot vehicle maintenance and metering shop. Watch our website, greystonepower.com/newhq, to view the latest images.



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.

It's a small business COMEBACK



The COVID-19 pandemic has had a devastating affect on our community. Keep small businesses thriving when you use your Co-op Connections Card (CCC) and save in the process. When you shop and dine locally, whether in person or curbside, you're making an investment.

Invest with your CCC today!

For a listing of participating businesses, visit

greystonepower.com/ccc

EFFICIENCY 101

Second NATURE

With all of the unprecedented changes to our daily lives over this past year, anything that will simplify our lives is a welcome addition. Amid all of the uncertainty, regularly replacing your air filters is something you can feel certain about.

Enter Second Nature, formerly known as FilterEasy, a program to help residential members replace air filters periodically, which will also help keep your heating and air equipment running at peak efficiency.

Using Second Nature makes it easy to remember to routinely replace or clean your air conditioner's filter. Replacing a dirty, clogged filter can reduce your air conditioner's energy consumption by 5% to 15%.

Replacing your air filters is the most important low-cost investment you can make to save energy dollars, protect the air quality and comfort level of your home, as well as protect your heating and cooling equipment.

Visit secondnature.com/greystone to learn more and to receive your first shipment of filters for free.



GREYSTONE MARKETPLACE

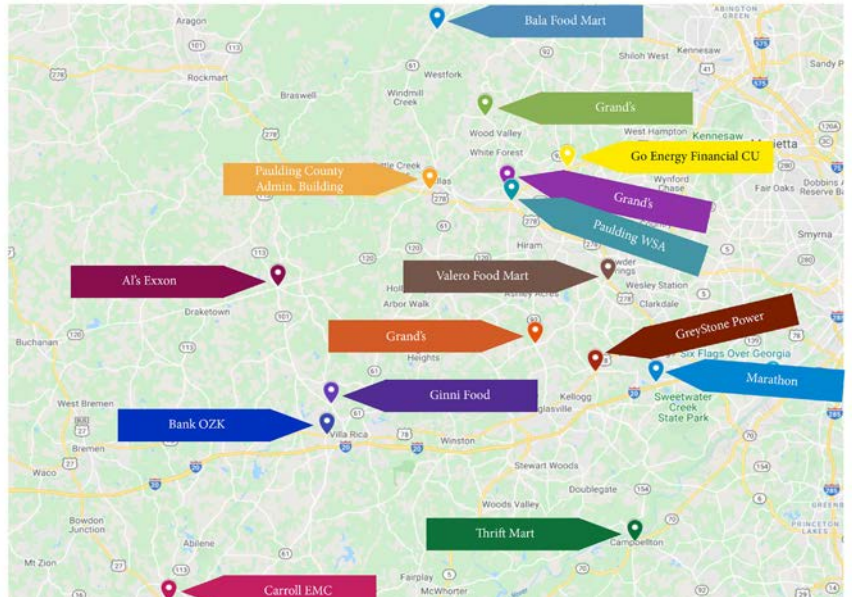
The GreyStone Marketplace is an online store that facilitates the purchase of energy-saving products and services while offering instant rebates for certain products. Items in the Marketplace include smart thermostats, lightbulbs, smart home products and water-saving devices, such as low-flow showerheads. Products can be purchased directly from the Marketplace website and shipped directly to members. Visit greystonepowermarketplace.com to check for current promotions and learn more. Be sure to also follow us on Facebook to learn about special Marketplace promotions.

improving service

FOR GREYSTONE MEMBERS

New kiosk locations

GreyStone Power members now have new payment kiosks to choose from. Members can pay their GreyStone Power bill at the payment kiosk in the lobby of the new Go Energy Financial Credit Union, located at 176 Hillside Overlook in Dallas. The office is open Monday through Friday, 8 a.m. to 5 p.m. Members can also use the new 24-hour kiosk, located at 7512 Lee Road in Lithia Springs.



Fee-free payment options

There are many ways for GreyStone Power members to pay their bill. The convenience fee for one-time payments is charged by our payment processor. Due to GreyStone being a not-for-profit cooperative, the members who use that service pay the fee, rather than passing on that cost to all of our members. Below are payment options that do not require an additional fee:



Mail a check



Night drop



Credit/debit card draft



Bank draft



Payment kiosk



Drive-thru



Join us for the virtual Annual Meeting of Members!



Annual

DON'T MISS THE ANNUAL MEETING!

To protect the health and safety of GreyStone Power's members and employees, GreyStone's 2020 Annual Meeting of Members will be held virtually, with no in-person meeting or event. The virtual meeting will be posted on the GreyStone Power website for members to view on Saturday, Oct. 10, 2020, at 9 a.m., and will be available anytime after that for members tuning in later.

Members have a voice in the operation of their electric cooperative through the election of directors. Three positions on GreyStone Power's Board of Directors are elected by members annually to serve three-year terms of office.

Members received a ballot in the September issue of *Georgia Magazine* allowing them to vote on three contests: the contested election for District 2, and the uncontested elections for Districts 6 and 7. Members will also vote on the approval of the 2019 Annual Meeting Minutes. Last year's minutes can be viewed on greystonepower.com/annualmeeting.

The results of the election will be announced in the virtual business meeting on Oct. 10. Due to this year's virtual meeting, members were able to submit questions and comments through our website.

Members whose ballots have been accepted will be entered into a drawing for 50 door prizes. Any ballots received after 5 p.m. on Oct. 5, 2020, will not be counted.

To view the Annual Meeting, members should have a good, working internet connection along with a device to access the internet such as a smartphone, tablet, laptop and/or a desktop computer.

While this year's Annual Meeting may look a little different from years past, GreyStone Power is still committed to making life better for the communities we serve during the good and unprecedented times. We look forward to gathering together again as a co-op at our new headquarters in Paulding County!

We look forward to meeting with our members virtually on Oct. 10 at 9 a.m.! Please visit greystonepower.com/annualmeeting to view the meeting and to learn more.

Thank you for your participation in the business of your cooperative!

GreyStone members can participate in the virtual Annual Meeting by visiting greystonepower.com/annualmeeting on Saturday, Oct. 10, at 9 a.m. The meeting will be available to view anytime for members tuning in later.



capital credits of
\$ 8 MILLION
+ \$ 15 MILLION

= \$23 MILLION



Money coming back again!

It's been a tough year. But GreyStone Power is working with members to make life better.

The cooperative has issued more than \$11 million in Wallet Watch Credits and suspended disconnections for months.

GreyStone is returning \$8 million in capital credits on top of the \$15 million returned earlier this year. That's a total of \$23 million!

GreyStone has donated more than \$100,000 to area food banks, helped recruit new businesses and is working to complete a new substation for the most reliable power possible.



Ranked #1
in Customer Satisfaction
Among Cooperatives

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



greystonepower.com

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