

GEMC
GreyStone Power brings you
Georgia
MAGAZINE

**It's all under system
control**
page C

Home weatherization
page G

OCTOBER 2024

**Don't miss
the Annual
Meeting**
Oct. 12
page I

GREYSTONE
POWER CORPORATION
Making Life Better

Bring this magazine to the meeting for ease of registration!
www.georgiamagazine.org





Photo Credit: Matt Odom

MILLER'S MINUTE

SERVING YOU EFFICIENTLY

As you may know, our mission is making life better in the communities we serve. For many of our busy members, that may mean doing business as quickly and efficiently as possible. To that end, we offer self-service tools, such as our mobile app.

Some members prefer paying at one of the many convenient payment kiosks in our service area, while others use CheckOut by PayGo to make cash payments at local stores. We offer a wide array of payment options to meet our members' needs.

Knowing how busy our members' lives are, we decided to offer a drive-thru Annual Meeting this year. This will allow members to stop by our headquarters on Saturday, Oct. 12, from 8-10 a.m. to register, receive a gift and be entered for a chance to win door prizes. You can learn more about the event features on page J of this issue.

I look forward to seeing our members and sharing more information about the exciting year that your cooperative has had as we continue to grow and find new ways to serve you.

- 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

Charisse Braxton, District 9, Cobb County

LOCATION

3400 Hiram Douglasville Hwy.

Hiram, GA 30141

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, 1-855-802-2768

Go Energy Financial Credit Union, 470-514-3000

Operation Round Up®, 770-370-2080

SurgeMaster Plus, 770-370-2070

Cooperative Solar, 770-370-2070

DOWNLOAD OUR APP

The GreyStone Power app allows you to pay your bill, view billing history and electricity use, and verify payments. This secure app allows members to view an outage map and report an outage.

Download the app 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.

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



The GreyStone Power Foundation, Inc. Scholarship, which is funded by members who donate to Operation Round Up®, was awarded recently to five students in the cooperative's service area. Winners of the \$3,000 scholarships included students (pictured above, from left): Cheridan Sanders, Mia Morris, Allison Martinez, Nathan Zhu and Casey Butler.

The scholarships are given based on academic performance as well as school and community activities and are made possible by GreyStone members who agree to round up their electric bills to the next dollar. The cost per month to assist worthy students like these, as well as charitable organizations throughout the service area, is no more than 99 cents per month for participating members.

Casey Butler graduated from East Paulding High School and will attend the University of Georgia to study medical

physiology. Allison Martinez graduated from Douglas County High School and will attend Kennesaw State University to study environmental science. Mia Morris graduated from Douglas County High School and will attend Georgia State University's Honors College to study accounting. Cheridan Sanders graduated from Chapel Hill High School and will attend the College of Wooster to study medicine. Nathan Zhu graduated from Douglas County High School and will attend the Massachusetts Institute of Technology to study aerospace design.

"We are so grateful to our 29,000 members who contribute to Operation Round Up, the foundation's fundraising program, so that we can recognize worthy students such as these, as well as help those who need help in our community," says Marcus Carter, chairman of the foundation board.

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 \$194.8 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 2004 or 2023. Watch for your check in the mail. It is GreyStone's way of giving back to you for your continued support over the years. Members should wait until after Nov. 1 before contacting GreyStone if they have not received their check.



It's all under SYSTEM CONTROL



When it comes to electric cooperative operations, most members are familiar with linemen, cashiers and member services representatives, but have you heard of SCADA?

Supervisory Control And Data Acquisition (SCADA) systems help electric co-ops quickly spot and solve power outages. This means safer, more reliable electricity for you, the co-op member.

The year 2011 marked a definitive and strategic change for the GreyStone Power department that has customarily been referred to as SCADA or "dispatch." Until then, the primary duties of employees in SCADA had focused on processing trouble and outage reports from members and conveying that information to our line crews.

During the years preceding that, SCADA technology had rapidly improved and given electric utilities the ability to monitor and remotely control switching devices in the field.

GreyStone had begun strategically placing SCADA-controlled devices throughout the co-op's service territory to enable significant power restoration even before a crew was dispatched to an outage. However, as GreyStone Power ventured into this new world of remote control, only limited supervisors were qualified to develop and initiate switching procedures using SCADA.

In 2011, the decision was made to begin placing system operators, who are qualified to implement switching procedures, in the control room 24/7. This would ensure that qualified individuals were available at all times to respond to large outages and restore significant power loss long before crews arrived on the scene. To aid in the oversight of control room operations and coordination of training and scheduling, a system operator team lead has also been added to the system control team.

In recent years, a concentrated effort has been made to further increase the technical knowledge of our system operators. One key attribute of our system operations team is that all of our system operators have significant prior field experience in electrical distribution. This benefit allows our system operators to understand the challenges of the field personnel they interact with daily and also brings a critical innate culture of safety consciousness into control room operations.

In addition, within the past year and a half, the system control department has adopted the use of the Northwest Lineman College System Operator Certification Program. This has added to their technical understanding and perspective in performing the tasks they are entrusted with.

The most recent advance in SCADA technology is the development of centralized automation. This new technology will rapidly process information on our system and automatically

open and close switching devices, isolating outages and significantly reducing the size and duration of power outages. This time-saving technology will also allow our system operators to accomplish more tasks in a shorter period of time. To optimally develop, maintain and maximize the efficiency of our SCADA system, system control has recently added the position of SCADA systems administrator to its team.

"Looking back, it is obvious that operations in the control room have shifted considerably from that of simply gathering and transferring information, to that of being directly instrumental in operating the system to restore power," says Kerry Spicer, system control manager for GreyStone Power. "The advances in SCADA technology and in system operator training work together to further enhance the reliability of our electric distribution system and truly *Make Life Better* for our members."





THINGS TO KNOW



COME PARTICIPATE in the business of your cooperative during this year's drive-thru Annual Meeting of Members, on Saturday, Oct. 12.



NEW drive-thru registration hours are 8-10 a.m. Members will not exit their vehicle at any time.



Bring your QR code and ID for fast registration in our NEW Fast Pass lane! Look for your customized code in the October issue of *Georgia Magazine* or September's eConnect.



The GreyStone Power member (whose name is ON THE BILL) must be present to register. Members can begin arriving at 7:30 a.m., but to avoid traffic issues, please do NOT arrive before 7:30 a.m. Registration lanes will not open until 8 a.m.

Life is busy.

We get it.

This year, we are excited to bring back our **drive-thru Annual Meeting**, allowing you to keep your commitments, without missing the opportunity to get business updates and a chance to win the Grand Prize truck!

Join us

Saturday, Oct. 12

NEW hours!
REGISTRATION
8-10 a.m.

QR code
FAST PASS
lane!



LOCATION

GreyStone Headquarters
3400 Hiram Douglasville Hwy.,
Hiram, GA 30141



LOOK FOR ENTRANCE SIGNS OFF HWY. 92 AND RIDGE ROAD.

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.

Concerned about a data breach?

From cellphone protection, credit monitoring or fraud recovery and resolution, protect yourself and save with Co-op Connections!



PROTECT AND SAVE



connections.coop

EFFICIENCY 101

Weatherizing YOUR HOME

In addition to increased comfort, weatherizing your home is an excellent way to save energy and lower your cooling and heating costs. Below are three ways you can seal in comfort and savings.

Caulk

Apply caulk around cracks and openings between stationary components, like door frames and window frames.

Weatherstripping

Install weatherstripping around components that move, like doors and operable windows.

Insulate

Adding insulation is an effective weatherization strategy, especially for older homes. Consider additional insulation in areas like an unfinished attic, exterior walls and floors above uninsulated spaces.

In addition to saving energy, air sealing can help you avoid moisture control issues, improve indoor air quality and extend the life of your heating and cooling system. Weatherize your home to unlock year-round comfort and savings on monthly energy costs.

The GreyStone Power Marketplace is offering members 25% off weatherization products from Oct. 1-17. Redeem this offer at greystonepowermarketplace.com.



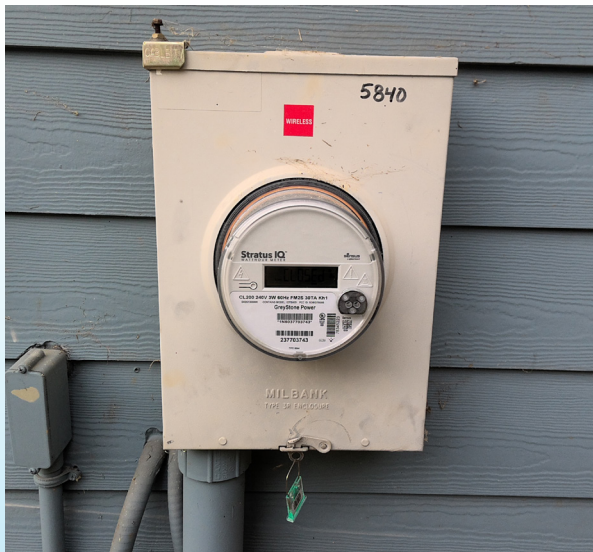
Generator program

GreyStone Power and Gresco Utility Supply's Renewables Team is excited to now offer backup power coverage to our members with Generac home standby generators! These generators should power any home up to 2,500 sq. ft. Gresco's in-house team of field technicians offer a complimentary site survey to ensure our members receive the ideal generator size tailored specifically to their home's needs. Generac generators are versatile, operating on either LP propane or natural gas. Visit greystonepower.com/generators to learn more and see if Generac generators are right for your home.



improving service

FOR GREYSTONE MEMBERS



Meter changeouts

GreyStone is continuing a project that began prior to COVID-19 to change out all of our meters. This project is to upgrade the existing metering infrastructure to newer technology in order to provide even more reliable service to our members.

You may see our employees in your neighborhood or at your home upgrading your meter, or you may notice a brief outage as we make the switch. Before performing the work, the technician will first knock to make any occupant aware that they are on-site to change out the meter.

For more information or questions about the changeout, please email memberservices@greystonepower.com.



SMART SECURITY

for your peace of mind

Security systems and monitoring
Video doorbells & security cams



770-963-0305
emcsecurity.com

VISIT EMCSECURITY.COM OR CALL FOR A FREE QUOTE



Join us for the 87th Annual Meeting!

DON'T MISS THE ANNUAL MEETING!

On Saturday, Oct. 12, from 8-10 a.m., GreyStone Power invites members to the 87th Annual Meeting of Members! Reminiscent of the 2021 Annual Meeting, GreyStone will host a drive-thru meeting to allow members to participate in the event without disrupting the schedule that many families have on the weekends.

Our new registration hours of 8-10 a.m. will allow members to stop by at their leisure on their way to their next event. To simplify registration, members can bring their personalized QR code, found in the label on the cover of the October *Georgia Magazine* or in the September eConnect newsletter, to access the new Fast Pass registration lane.

Registered members at the Annual Meeting will receive a free gift. The member (whose name is on the bill) must be present to register and be prepared to show an ID. If members do not have their QR code, they can register using their electric bill, along with a photo ID. You cannot register for someone not in attendance or if you are not a member of GreyStone Power.

The event will be at GreyStone's headquarters at 3400 Hiram Douglasville Highway in Hiram, with members entering from the designated Highway 92 or Ridge Road entrances. We ask that members not use the primary member entrance (at the intersection of Pine Valley Road), but leave that open for members wishing to access the kiosk. Gates will open at 8 a.m., and we ask that members not arrive any earlier than 7:30 a.m. to avoid traffic concerns. Members will not need to exit their vehicle at any time during the event.

Members will still have the opportunity to win door prizes and the grand prize, a 2012 Ford F-150 4x2 SuperCab truck retired from the co-op's fleet! Prize drawings will be held on Monday, Oct. 14, from the list of registered members. The winners will be notified via phone and/or email. If you have moved, or any of your contact information has changed, please update your contact information through our self-service features or by calling 770-942-6576. If you win, we want to let you know so you can claim your prize.

Visit greystonepower.com to learn more!

Member Sharon Dodd, left, was the winner of 2023's grand-prize giveaway, a truck retired from the GreyStone fleet.



SERVING UP SOME GOOD NEWS!

While other prices have risen, GreyStone Power is offering a double helping of savings for members:

\$12 million in capital credits is coming to members this fall. This money back is tangible evidence of members' ownership of their electric cooperative.

And those served by GreyStone Power are already enjoying rates that are more than **32% lower** than Georgia Power's.*

These are just a couple of the benefits of being served by a not-for-profit electric cooperative.

Money back. Safe, reliable electricity. That's definitely good news.



* According to the 2024 summer rate survey by the Georgia Public Service Commission. Based on the average residential use of 1,500 kilowatt-hours (kWh) per month.