



CARROLL EMC

**2017  
COOPERATIVE  
RESPONSIBILITY**



## ABOUT CARROLL EMC

Carroll EMC serves more than 50,000 meters. 94% of these are residential and 6% are commercial and industrial accounts. Carroll EMC's service area covers approximately 1,100 square miles in Carroll, Haralson, Heard, Paulding, Polk, Troup and Floyd counties in West Georgia. The Cooperative maintains four office locations. The main office is in Carrollton and district offices are in Buchanan, Franklin and Villa Rica.

The system covers approximately 5,392 miles of line with 25 distribution substations distributing more than 1 billion kilowatt-hours of electricity annually to 50,000 meters. Wholesale electricity is purchased primarily from Oglethorpe Power Corporation (an electric generation and transmission cooperative) and from other wholesalers.

The Cooperative was founded in 1936 by local farmers and homeowners after being told by urban power companies that rural electricity was financially infeasible. The system's first 117 miles of service lines were built and energized in 1937 in Carroll and Heard counties.

As a cooperative, Carroll EMC embodies a business philosophy of operating at the lowest possible cost for its Members, who each share in the business' ownership. The utility is not-for-profit, and Members have democratic control.



## MEMBERS

We are continually looking for ways to effectively and efficiently serve our membership. We strive to provide safe and reliable power at the lowest cost.

### TECHNOLOGY ADVANCEMENTS

AMI—Advanced Metering Information

- Energy Usage Monitoring
- Trips avoided
- Outage notification
- 5,534 Members chose PrePay billing
- Fully Automated system

AVLS—Automatic Vehicle Locating System

- 81 AVLS installed allows faster response time to Member requests, emergency calls, outages

DA—Distribution Automation

- 126 DA devices installed in the field, including 39 installed in 2017 to minimize outage exposure and increase service reliability to our members.
- Saved an average of 25 minutes outage time per meter in 2017

### SAFETY

- Reached 2 million hours of No Lost Time accidents
- No OSHA reportable accidents

### AT YOUR SERVICE

- Right of Way –5,392 miles of line, 1,450 trimmed annually
- Animal Guards installed in 10 substations
- Annual Meeting—1,279 registered Members record attendance in 2017
- Capital Credits refunded—\$3.3 million
- Social Media— active on 6 platforms

### WAYS TO PAY

- |                      |                  |
|----------------------|------------------|
| • Mobile App         | • Text to Pay    |
| • Kiosks             | • Auto draft     |
| • Website            | • Budget Billing |
| • Phone              | • E-bill         |
| • Mail               | • PrePay         |
| • Office—4 Locations |                  |



## EMPLOYEES

Employees are at the root of Carroll EMC's success. A focus on best practices, continual professional development and continuing education enables the cooperative to attract and retain top talent.

## FACTS

- 133 fulltime employees
- 10 student employees
- 16 fulltime employees were former students employees
- No Lost Time accidents
- Safety Meeting
  - Daily tailgate
  - Weekly operations department meetings
  - Monthly meetings with all employees
- Best Places to Work
  - Atlanta Journal-Constitution
  - Atlanta Business Chronicle
  - Georgia Trend
- 1,168 Disaster Training Hours
- Cross-functional training
- Continued education courses

## HEALTH & WELLNESS

- 100% participation in Wellness Program
- 1,287,230 steps logged by Fit Bit users
- 105 members of employee owned fitness center
- 124 employees attended the Health Fair
- 107 employees received the flu shot



# COMMUNITY

Building goodwill and a strong presence in our communities through our Foundation, Together We Serve employee volunteer program, education and community events

## CARROLL EMC FOUNDATION

- 71.85% of Members said yes to Operation Round Up®
- \$3.15 million given back since 2001
- 98 Bright Ideas grants awarded to teachers—\$76,438
- 47 local organizations received community outreach
- 20 food banks and soup kitchens
- Supported 5 county 4-H clubs
- 17 house fires warranted assistance

## SAFETY & EDUCATION EVENTS

- 7 high voltage demos
- 28 career and truck days
- Solar car race
- 12 safety city presentations

## COMMUNITY GROUPS

- Involvement in 6 chambers
- 35 civic groups
- Renewed agribusiness involvement

## TOGETHER WE SERVE

- 972.75 employee hours in program
- 100% participation of total employee group

## SCHOLARSHIPS

- 3 Washington Youth Tour delegates
- Young couples conference
- 31 scholarships awarded





## ENVIRONMENT

Honoring natural resources while keeping our Members safe and the power supply reliable and affordable.

### SELF SERVICE OPTIONS

#### Member Portal

- Payments
- View bills
- Monitor usage
- Accidents

#### Additional Options

- Ebill
- Credit card/bank draft
- Online energy audits

#### Mobile Apps

- Payments
- Report outages

### POWER MIX

- 62% Gas
- 21% Nuclear
- 14% Coal
- 1% Hydro
- 2% Renewables

### RECYCLING EFFORTS

- Scrap metals
- Old tires
- Fluids/oils
- Paper/cardboard
- CFL bulbs
- Plastic
- Batteries
- E-recycle

### TECHNOLOGY

- Automatic Vehicle Location System — Response time improved and fuel savings
- Automatic Metering Information — Reduces vehicles on the road and fuel cost - system operated 133,539 times

### SUSTAINABILITY

- Building improvements
- Hazlehurst solar project
- Certified arborist
- Online meeting options



