

Carroll EMC 2019

# COOPERATIVE RESPONSIBILITY REPORT

# ABOUT CARROLL EMC



Carroll EMC serves more than 52,000 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 5,457 miles of line with 25 distribution substations distributing more than 1.1 billion kilowatt-hours of electricity annually to more than 52,000 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.

## AT YOUR SERVICE

- Right-of-Way - 5,457 miles of line; approximately 700 trimmed and sprayed annually
- Animal Guards installed in 18 substations
- Annual Meeting - 1,081 registered Members in 2019
- Capital credits refunded - \$2.9 million
- Social media - active on six platforms



## TECHNOLOGY ADVANCEMENTS

- Advanced Metering Information (AMI)
  - Energy usage monitoring
  - Trips avoided
  - Outage notification
  - 5,517 Members chose PrePay billing
  - Fully automated system
- Automatic Vehicle Locating System (AVLS)
  - 93 AVLS installed allows faster response time to Member requests, emergency calls, outages
- Distribution Automation (DA)
  - 176 DA devices installed in the field, including 35 installed in 2019 to minimize outage exposure and increase service reliability to our Members
  - Saved an average of 35 minutes outage time per meter in 2019



## WAYS TO PAY

- Mobile App
- Kiosks
- Website
- Phone
- Mail
- Text to Pay
- Auto Draft
- Budget Billing
- Levelized Billing
- E-bill
- PrePay
- Office - Four Locations

## SAFETY

- Reached 2.75 million hours of No Lost Time accidents
- 5 OSHA recordable accidents

# 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 full-time employees
- 12 student employees
- 21 full-time employees were former student 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)
- 1,237.50 storm hours helping other cooperatives
- Cross-functional training
- Continued education courses



## HEALTH & WELLNESS

- 99% participation in Wellness Program
- 87 members of employee-owned fitness center
- 107 employees attended the Health Fair
- 106 employees received the flu shot



# COMMUNITY

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

## SAFETY & EDUCATION EVENTS

- 7 high voltage demonstrations
- 47 career and truck days
- 12 safety city presentations

## COMMUNITY GROUPS

- Involvement in multiple chambers and civic groups
- Agribusiness involvement

## FOUNDATION

- 76% of Members said yes to Operation Round Up
- More than \$3.6 million given back since 2001
- 84 Bright Ideas grants awarded to teachers - \$65,959
- 54 local organizations received Impact Grants
- Donated to 23 food banks and soup kitchens
- Supported 5 county 4-H clubs
- 15 house fires warranted assistance

## TOGETHER WE SERVE

- 1,025.25 employee hours in program
- 100% participation of total employee group

## SCHOLARSHIPS

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

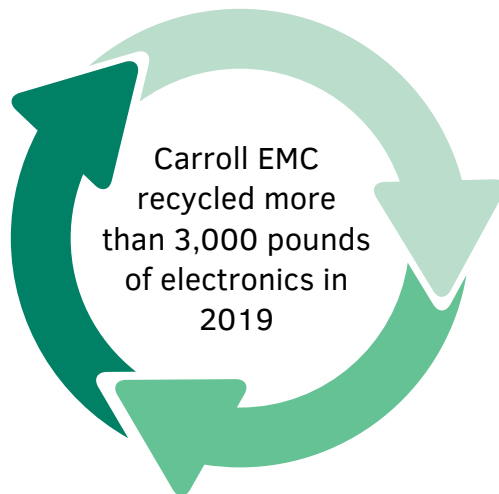


# ENVIRONMENT

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

## RECYCLING EFFORTS

- Scrap metals
- Old tires
- Fluids/oils
- Paper/cardboard
- CFL bulbs
- Plastic
- Batteries
- Electronics
- Eyeglasses



## SELF-SERVICE OPTIONS

- Member Portal
  - Payments
  - View bills
  - Monitor usage
- Additional Options
  - E-bill
  - Credit card/bank draft
  - Online energy audits
- Mobile Apps
  - Payments
  - Report Outages

## SUSTAINABILITY

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

## TECHNOLOGY

- Automatic Vehicle Location System - response time improved and fuel savings
- Automatic Metering Information - reduces vehicles on the road and fuel costs - system operated 137,317 times

## POWER MIX

- 60.86% Gas
- 20.27% Nuclear
- 14.88% Coal
- 2.38% Hydro
- 1.62% Renewables



**COMMUNITY  
BUILT.**

**COMMUNITY  
BUILDER.**



**Carroll  
EMC**



