



Outage Management Improves Reliability

Coweta-Fayette EMC's primary goal is delivering the highest quality electric service at the lowest-possible price to your homes and businesses. A key measure of quality in the eyes of our members is the number of times the lights blink or go out.

Have you ever wondered why your lights blink a couple of times before the power stays off? You may think the blinks are a nuisance, but they eliminate a lot of extended outages by protecting wires and equipment from serious damage.

Our engineering and operations department works hard to design a system that minimizes the outage times you experience. Protective devices called fuses and reclosers (high-voltage circuit breakers) are installed throughout our electric grid. They serve the same purpose as the fuses and circuit breakers in your home. Reclosers are usually designed to operate (open and close) three times.

Let's look at how that works. A tree limb contacts a power line and creates a fault; the recloser senses it and opens, creating the first blink. It waits a certain amount of a time (typically a few seconds), then recloses to attempt circuit completion. If the fault is still there, it opens again. This creates the second blink. If the device operates a third time, and if the fault is still there, it stays open and your power is off. However, if the limb has fallen away from the power line, the system knows the problem has been cleared and your power will remain on.

We continually monitor our electric system thanks to our outage management system (OMS) and our automated metering infrastructure (AMI).

These system allow us to better respond when outages do occur. It

helps our employees identify the devices involved and the equipment needed to make repairs. Having this information before crews arrive on the scene allow us to restore power in a much quicker time.

Do you ever wonder what happens when you call in and report an outage? That's when our biggest assets go to work. Coweta-Fayette EMC's dedicated employees work hard managing each outage situations that occurs.

Our dispatcher calls out or redirects a line crew to the exact location of the problem. A map of the outage location and number of impacted members is generated. You can even see this information if you log in through the Coweta-Fayette EMC app or visit our website at utility.org.

Our member services reps are notified and ready to assist you when you call and our communications team provides updates through Facebook and Twitter.

We know it's impossible to eliminate every outage or blink. However, by utilizing the right technology and our employees working together, we work hard to reduce the length of time you experience outages.

To find out more about Coweta-Fayette EMC's outage notification systems, please call 770-502-0226.





The President's Message

*Chris Stephens
President and CEO*

Summer is halfway behind us. Weather patterns through June and early July have brought us temperatures in the mid-80's to 90, high humidity and many afternoon thunderstorms. Although I'm grateful for the rain, the storms impact how reliable our service is to you by causing power outages. When analyzing the root cause of outages, almost 60% are attributed to weather from lightning, wind and trees. In 2016, weather contributed to almost 70% of the total time members were without electrical service.

Here at CFEMC, we are always striving to improve the service reliability. It's one of our corporate values. There are several methods and measures we have in place to make this possible. First, it begins with our employees. Given the proper tools, technology and training, they are committed to safely restoring your electric service as quickly as possible.

Over the years, we have implemented numerous technological solutions to help us become more efficient. Most recently, we introduced an app for your smartphone or tablet. It allows you to input your outage and even view the current outages on our system. You can utilize our IVR (interactive voice response) system. It recognizes your phone number, so you don't have to speak with an agent or leave a message. Both the app and IVR integrate directly with our OMS (Outage Management System). The OMS groups calls, and then, through computer algorithms, predicts the device that has interrupted your service so our dispatchers can direct our dedicated lineman directly to the outage. With GPS tracking on our vehicles, our dispatchers can dispatch the closest available crew. In addition to these benefits our advanced metering infrastructure, allows dispatchers to determine if power has been restored to all the meters before the crew leaves the area.

To take it a step further, our dispatchers utilize SCADA (Supervisory Control and Data Acquisition) to monitor all our substations and many of our downline devices designed to interrupt power in the event of a problem—such as a tree falling on the line. We continue to expand the use of automation. This technology will determine the location of the fault (in this example the tree); then isolate this area and refeed electricity from another source, ultimately restoring power to most of the members affected.



One of the most important things related to reliability is system maintenance, especially our right-of-way (ROW). We trim trees along our power lines on a four-year cycle. Not only does a well-maintained ROW reduce service interruptions, it also helps our crews access problems in the event of an outage. We also look for danger trees. Danger trees are those dead or leaning toward our lines that may be outside the ROW, which have the potential to fall on our power lines. The extreme droughts we have experienced in previous years, as well as lightning, have taken a toll on several trees and created power outages.

We are continually riding our lines to look for other potential points of failure. We have a yearly goal to complete a line inspection of our entire system. Even if it is not during office hours, it is a habit of utility employees to always look at the system for hazards or other potential problems.

This is only a short summary of solutions we have implemented to help improve reliability. Our employees are committed to providing you with reliable service, but we need your help too.

Make sure you have our contact number handy. Download our app on your smartphone or tablet. Let us know if your phone number changes. Report any dead or leaning trees that could be a potential threat to our power lines.

There are many things we have control over, but Mother Nature is not one of them. So, when the weather gets stormy and your power is out, please know you have several ways to report your outage and our dedicated employees are on call 24/7 to assist you.

The smart home for the savvy and not-so-savvy

By Tom Tate

The concept of the smart home is not as new as you might expect. In the late 1980s, as a product manager for Honeywell, I got to see a real smart home.

Honeywell's smart home contained impressive automation capabilities. Lighting, security, fire monitoring, temperature control and appliance use were all automated to adapt to occupant and environmental inputs.

But the learning curve for the user would be steep. In one room, Honeywell engineers filled a closet floor-to-ceiling with programmable logic controllers (an industrial digital computer). Talk about something for the tech-savvy!

Today, more than 30 years later, the world has the advantage of the internet and ubiquitous Wi-Fi. The development of these two communications capabilities has spawned a proliferation in the number and type of devices that can be "connected" and used to create smart homes.

For those who feel they are not-so-savvy when it comes to technology, good news abounds. Most devices offer a very simple setup. A typical process goes like this; power up the device, identify your Wi-Fi network from a list the device recognizes, and type in your password. You'll be connected and ready for action.

Even easier is the one-button connection using the Wi-Fi Protected Setup (WPS) feature of many routers. Fire up the device, press the WPS button and click the connect button in the device's program. Best of all, most devices offer an app for your smartphone.

For those who are tech-savvy, the sky is the limit. An abundance of inexpensive microcontrollers and peripheral sensors and controllers support the creation of a smart home system from scratch. A programming approach

termed IFTTT (If This Then That) enables users to connect different devices so an action or output from one generates some reaction in another.

I recommend swinging by one of the earliest purveyors of home automation goodness, *Smarthome.com*. These days, anything can be automated: lights, curtains, entertainment systems, door locks, garden watering, weather monitoring, appliance use... This is a great place to see what is possible.

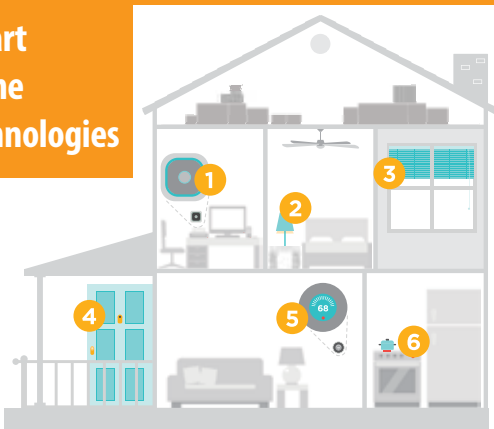
Aside from being extremely cool and making life easier, a smart home can dramatically reduce energy consumption, especially for the major energy consumers in our homes, like lighting and temperature control. Technically savvy or not, I recommend everyone get their feet wet in the smart home pool.

Relyco Security, a subsidiary of Coweta-Fayette EMC, has provided products and services – which now include smart, connected automation features – for residential and commercial customers for 20 years. Relyco's smart products include security and fire protection, energy-saving thermostats, remote door locks, doorbell cameras, lighting control and video surveillance, all accessed through the customer's smartphone. These energy-saving smart devices that control temperature and lighting can be combined with Coweta-Fayette EMC's flexible electric rate options to save money.

Be sure to check with the energy experts at Relyco Security about programs related to smart devices.

Tom Tate writes on cooperative issues for the National Rural Electric Cooperative Association, the Arlington, Va.-based service arm of the nation's 900-plus consumer-owned, not-for-profit electric cooperatives.

Smart Home Technologies



1 Smart Hub/Bridge

If you are looking to make your home smart without having to hire a company to install an interconnected system, then an internet-connected smart hub is the first thing you'll need. A smart hub will allow you to control all your smart devices from one app by acting as a middle man that facilitates communications between all your smart home devices.

2 Smart Lighting

Like most items in a smart home, smart lighting can be controlled with a few swipes of a smart phone app. But smart lighting is more than just convenient. Smart light bulbs are more energy efficient than standard incandescent bulbs. Some

bulbs use GPS on your phone to determine your location, and can turn on or off depending on where you are located. Some bulbs are even voice controlled!

3 Smart Blinds

Smart blinds can be useful for those who have tall, hard-to-reach windows; for those who have difficulty moving around the house; or for those who simply want to smarten their home. Smart blinds allow you to schedule your blinds to open and close during certain times of day – a bonus if you are trying to be energy efficient – or control them via an app.

4 Smart Locks

Smart locks allow you and anyone else you wish to enter your home with ease. Some smart locks let you open your doors with your cell phone. Some let you see who is coming and going while you are out of the house. Some even allow you to assign security privileges to certain people.

5 Smart Thermostat

A smart thermostat is a great way to keep your home smart and energy efficient. Many smart thermostats can learn your heating and cooling behavior and will auto-schedule based on your preferences.

6 Smart Cooking Appliances

Smart cooking appliances, like smokers, allow you to cook a perfect meal away from home, without burning the house down! Wi-Fi technology makes these cooking appliances smart!

SAFE SECURE SATISFIED and SMART



Home Security System



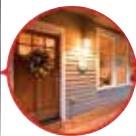
Energy Savings



Remote Door Lock



Remote Video



Remote Lighting

Home Automation from Relyco means you can manage your home from anywhere. Control your door locks for security, lights for energy savings, and even keep an eye on family pets. Monitor it all from your smartphone. Smart home technology from Relyco means safe, secure and satisfied.



Security Resources

770-502-0226
www.utility.org

Every Degree Equals Dollars

Don't let summer heat burn your budget. When home, set your thermostat to 78°.

Going out for the day?

By turning your thermostat up 10° -15° when you're out of the house, you can cut your electric bill by up to 15 percent. That's a savings of up to 1 percent for every degree you raise your thermostat (based on eight hours).

\$SAVE!



78°

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Coweta-Fayette

770-502-0226
www.utility.org

Your Touchstone Energy® Cooperative 



Member Appreciation Day and Annual Meeting

When: October 14, 2017 from 9:00 a.m. – Noon

Where: Coweta-Fayette EMC Headquarters Near Palmetto

Come join in the fun and learn more about your cooperative during this year's Member Appreciation Day. Each family will receive a LED lantern.

Fun Activities can be enjoyed by the entire family. There will be games for children and bingo for adults, plus door prizes and kids' crafts.

Information on energy efficiency, green power, Operation Round Up, Touchstone Energy, Relyco Security and True Natural Gas will be available outside on the midway before the meeting begins.

Concessions, including Chick-fil-A biscuits, popcorn, cotton candy and soft drinks, will be available for all, free of charge.

Your Annual Report will be mailed to you in September in a window envelope, as in previous years. It will have "Coweta-Fayette EMC Annual Meeting Notice and Annual Report enclosed" on the front. Please save the address portion of the mailing for registration at the meeting.



The Grand Prize will be a \$1,000 credit on your electric bill. You must be present to win, so be sure you mark Saturday, October 14, on your calendar and join us for a day of fun and valuable information at this year's Member Appreciation Day and Annual Meeting.

